Department of California Highway Patrol AREA MANAGEMENT EVALUATION Chapter 8 PUBLIC REACTION	Area	Division	Number
	Bakersfield	Central	420
	Evaluated By Sgt	t. B. Romine	Date 07/30/08

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation ☑Formal ☐Inform	mal	Suspense Date	2	1,000,00	
Follow-up Required ☐Yes ⊠No	Correction Report	Commander's Revie	- my	Date	P-25.
1. COMMUNITY OPINION		Evaluated 🖂	Action Required	Corrected	
a. How does the community as	a whole feel about the Departme	ent? Overall, our loca	community has a good for	eeling about	
the CHP.					
(1) Do all sectors of the comr	nunity have the same opinion?			⊠Yes	□No
b. Has good rapport been establ	lished with leaders within the co	mmunity?		⊠Yes	□No
c. Do people believe the Department represents their best interests?				⊠Yes	□No
d. Does the Department have th	e reputation of impartial enforce	ement of laws?		⊠Yes	□No
e. Do people in the community fo	eel the Department is doing a go	od job?		⊠Yes	□No
f. How does the reputation of th	o Department comment with attention				
account reputation of th	ie Department compare with oth	ier agencies in the are	a? The CHP has a far bet	tter reputaion	than
any other local agency.	ie Department compare with oth	ner agencies in the are	a? The CHP has a far be	tter reputaion	than
		Evaluated	a? The CHP has a far be	Corrected	than
any other local agency.	ONTACTS stablished to handle positive and	Evaluated 🔀	Action Required	Corrected	
any other local agency. 2. THE OFFICER AND PUBLIC CO a. What procedures have been es	DNTACTS stablished to handle positive and ositive and negative comments a	Evaluated 🔀 Nor negative comment are forwarded to a sup	Action Required s by ervisor. If positive, the o	Corrected fficer is notif	ied
any other local agency. 2. THE OFFICER AND PUBLIC CO a. What procedures have been es pleased/displeased motorists? Po	ONTACTS stablished to handle positive and ositive and negative comments a HP 100. If negative, the supervi	Evaluated 🔀 Nor negative comment are forwarded to a sup	Action Required s by ervisor. If positive, the o	Corrected fficer is notif	ied
any other local agency. 2. THE OFFICER AND PUBLIC CO a. What procedures have been es pleased/displeased motorists? Po and a comment is made on the Ch (1) What is the ratio of complish	ONTACTS stablished to handle positive and ositive and negative comments a HP 100. If negative, the supervi	Evaluated //Or negative comment are forwarded to a sup isor tries to resolve the	Action Required s by ervisor. If positive, the o	Corrected fficer is notif	ied
any other local agency. 2. THE OFFICER AND PUBLIC CO a. What procedures have been es pleased/displeased motorists? Po and a comment is made on the Ch (1) What is the ratio of complish	DNTACTS stablished to handle positive and ositive and negative comments a HP 100. If negative, the superviments to complaints? making successful public contains.	Evaluated //Or negative comment are forwarded to a sup isor tries to resolve the	Action Required s by ervisor. If positive, the o	Corrected fficer is notif in comments	ied
any other local agency. 2. THE OFFICER AND PUBLIC CO a. What procedures have been espleased/displeased motorists? Po and a comment is made on the Ch (1) What is the ratio of complication (2) Does it appear officers are	DNTACTS stablished to handle positive and ositive and negative comments a HP 100. If negative, the superviments to complaints? making successful public contactory	Evaluated //Or negative comment are forwarded to a sup isor tries to resolve the	Action Required s by ervisor. If positive, the o	Corrected fficer is notif in comments	ied
any other local agency. 2. THE OFFICER AND PUBLIC CO a. What procedures have been espleased/displeased motorists? Po and a comment is made on the Ch (1) What is the ratio of complic (2) Does it appear officers are (3) Is recognition given to the co (a) How? CHP 100 form co	DNTACTS stablished to handle positive and ositive and negative comments a HP 100. If negative, the superviments to complaints? making successful public contactory	Evaluated //Or negative comment are forwarded to a sup isor tries to resolve the cts?	Action Required s by ervisor. If positive, the o e situation by (Continued	Corrected fficer is notif in comments	ied

AREA MANAGEMENT EVALUATION Chapter 8 PUBLIC REACTION

b. Based on information from the public appearing a Generally, the public does not give an opinion of Area	t the Area offic	e to clear c	itations, what is the general	al opinion of Area	officers?
positive or negative.	The state of the s	otting citali	ons cleared. Then respons	es are generally II	entitet
(1) What is the opinion of the public appearing at	Court regarding	Area office	ers? Approximatley 90% o	f the public is unh	арру
with the entire process. There is nothing s	specific about t	he officers	themselves.		
(2) What, if any, other methods are utilized to det	ermine public o	pinion of Ar	ea officers? Opinion letter	s in the local medi	a.
3. NEWS MEDIA	Evaluated		Action Required	Corrected	
a. Have guidelines been established to foster harmon	ious relations v	vith the me	ldia?	_l ⊠Yes	□No
(1) Does the media treat the Department favorable				⊠Yes	
(2) Are media representatives satisfied with their	relationship wit	h the Depar	tment?	⊠Yes	□No
(a) Has good rapport been established between	Area personne	l and the me	edia?	 ⊠Yes	 □No
(3) Have Area personnel emphasized CMP goals w	hen possible an	d applicable	?	⊠Yes	□No
b. Procedures established for the dissemination of ac	cident/incident	information	?	⊠Yes	□No
(1) Is "Code 20" or a similar device used for more :	spectacular inci	dents?		⊠Yes	□No
(a) How are other kinds of news information dis	sseminated to t	he media?	CHP 288, telephone intervi	iews, on scene int	erviews
		-			4,1
c. Are there special programs to handle specific traffi	c problems?			⊠Yes	□No
(1) Are multi-lingual programs emphasized?				⊠Yes	□No
(2) Are Public Affairs press releases distributed to	the public in a t	imely mann	er?	⊠Yes	□No
(3) Is there adequate media involvement at local Ar	ea events?			⊠Yes	□No
d. How are releases produced by headquarters distrib	uted? Faxed to	local news	media, sent to Area PIO fo	or release	
(1) Is there follow-up to ensure releases are receive of the media?	d in a timely ma	anner, and n	neet the needs	⊠Yes	□No
(2) Who is responsible to monitor the media for item	s concerning t	ne Departme	ent? Area PIO		
(a) Are significant items sent to headquarters?				⊠Yes	□No
(3) Do harmonious relations exist between the media	and the PAO?			⊠Yes	□No
(4) Are CMP goals emphasized at PAO/TMC activities	ıs?			⊠Yes	□No
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4. SCHOOLS	Evaluated	\boxtimes	Action Required	Corrected	
a. Is the program for schools specific to the needs o	f the Area?			⊠Yes	□No
(1) Who supervises the program? Area PIO			*		
(2) Is preplanning evident in the school program?				⊠Yes	□No
(3) Is the program designed and directed toward t	he solution of sp	pecific prob	lems?	⊠Yes	□No
(4) Are activities discussed and planned with scho	ool administrator	s?		⊠Yes	□No
(5) Has the program been approved by the comma	nder?			⊠Yes	□No
(6) Does the program follow departmental prioritie	es?	111		⊠Yes	□No
(7) Are all grades included?				⊠Yes	□No
(8) How is the success of the program measured?	School officials	are very f	avoarble towards our progr	rams	
(9) Is it successful?				⊠Yes	□No
(10) Are activities coordinated in conjunction with	Division recruitr	nent effort	s?	⊠Yes	□No
5. PUBLIC AFFAIRS PROGRAM	Evaluated	\boxtimes	Action Required	Corrected	
a. Has the commander identified problems that should the Public Affairs Program?	d be resolved thr	rough		⊠Yes	□No
(1) Does the Public Affairs Program reach all group	s within the con	nmunity?		⊠Yes	□No
(2) Are ethnic groups problems considered?				⊠Yes	□No
(3) Are bilingual officers utilized?				⊠Yes	No
(4) Is the current CMP emphasized when and where	e appropriate?			⊠Yes	□No
b. Does the commander keep the PAO fully briefed on newsworthy?	current situatio	ns which n	nay be	⊠Yes	□No
(1) Does the PAO report directly to the commander	on public affairs	matters?		———— ⊠Yes	 □No
(2) Does the PAO concentrate most of his/her effor departmental concerns?	ts toward CMP	goals and o	other	⊠Yes	
(3) Does the PAO review the CMP quarterly?				 ⊠Yes	 □N₀
(4) What action does the commander initiate when t	the goals of the	CMP are n	ot adequately addressed?		
Commander gets regular updates so they are adequately			, , , , , , , , , , , , , , , , , , , ,		
(5) Is the PAO addressing issues assigned to him/her		ner?	SV 102	⊠Yes	□No
c. Is the commander involved in public contacts?				⊠Yes	□No
(1) Is membership maintained in a service club, safet	ty council, etc.?			 ⊠Yes	□No
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		and the second of
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? Area		
Commander handles all of the Area's speaking engangments. Speaking engagments in the resident post are handled	by the res	ident
post supervisor.		
(a) If experience is lacking, is the commander doing anything to correct this?	⊠Yes	□No
(3) Are supervisors involved in the community?	⊠Yes	□No
(a) Do they make public appearances?	⊠Yes	□No
(b) Is training provided for those who lack experience?	Yes	₩No
(4) Are all supervisors aware of CMP goals and the approach the public affairs program has taken towards them?	⊠Yes	□No
(a) Are action steps being addressed in a timely manner?	⊠Yes	No
d. Are all employees encouraged to participate in public affairs programs?	⊠Yes	□No
(1) Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	⊠Yes	□No
COMMENTS 2 a. continued: informing the caller what the Area's actions will be to alleviate the problem. If it invocations/non-actions of an officer, the supervisor ascertains whether the party wishes to file a complaint against the ase, the supervisor will discuss the incident with the officer.	lves the officer.	n eiter
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AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Grapevine Insp. Fac.	Central	8
EVALUATED BY		DATE
S. A. Netzer		10/01/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

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TYPE OF EVALUATION Formal Evaluation	✓ Informal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW		DATE	
☐ Yes ☑ No	BY	S. A. Netzer		10/01/20	08
1. COMMUNITY OPINION		EVALUATED X	ACTION REQUIRED	CORRECTED)
a. How does the comm	nunity as a whole feel about the Departm		is positive. Local tru	acking asso	ciation
has favorable opinic					
	f the community have the same opinion?			☐ Yes	□No
	en established with leaders within the co		-	✓ Yes	□No
	e Department represents their best inter			✓ Yes	 ☐ No
	it have the reputation of impartially enfo			 ☑ Yes	 ☐ No
	nmunity feel the Department is doing a g			☑ Yes	□No
	tion of the Department compare with other		4		
1. Trow does the reputa	non of the Department compare with our	- Ide againsto in the area.			
. THE OFFICER AND PU	BLIC CONTACTS	EVALUATED X	ACTION REQUIRED	CORRECTED)
a. What procedures have	ve been established to handle positive a		oleased/displeased mo	otorists?	-
	288	MONTH SHARE			
(1) What is the ratio of o	compliments to complaints?				
(2) Does it appear o	fficers are making successful public con	tacts?		✓ Yes	□No
(3) Is recognition giv	en to the complimented officers?			✓ Yes	□No
(a) How? 100	form comments or placement of letters/	cards in personnel file.			
(4) Has an effort bee	en made to determine why some officers	are more successful at positi	ve public contacts?	☐ Yes	☑ No
(5) Are officers with	patterns of complaints provided with cor	rective training and direction?		✓ Yes	□No
b. Based on information	from the public appearing at the Area of	ffice to clear citations, what is	the general opinion o	of Area offic	ers?
Favorable for officers	s and CVIS's.				
		(i a 4) - 116			
(1) What is the opinion	on of the public appearing at court regar	ding Area officers?			
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		H= 124 4 4 10 10 10 10 10 10 10 10 10 10 10 10 10			

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

Have guidelines been established to foster harmonious relations with the new media? (1) Does the media treat the Department favorably? (2) Are media representatives satisfied with their relationship with the Department? (a) Has good rapport been established between Area personnel and the media? (3) Have personnel emphasized the Strategic Plan goals when possible and applicable? Have procedures been established for the routine dissemination of accident/incident information? (1) Is "Code 20" or a similar device used for more spectacular incidents? (a) How are other kinds of news information disseminated to the media? Are there specially prepared and coordinated programs to handle specific traffic problems?	✓ Yes	No No No No No No No No
(1) Does the media treat the Department favorably? (2) Are media representatives satisfied with their relationship with the Department? (a) Has good rapport been established between Area personnel and the media? (3) Have personnel emphasized the Strategic Plan goals when possible and applicable? Have procedures been established for the routine dissemination of accident/incident information? (1) Is "Code 20" or a similar device used for more spectacular incidents? (a) How are other kinds of news information disseminated to the media? Are there specially prepared and coordinated programs to handle specific traffic problems?	✓ Yes✓ Yes✓ Yes✓ Yes✓ Yes✓ Yes	No
(2) Are media representatives satisfied with their relationship with the Department? (a) Has good rapport been established between Area personnel and the media? (3) Have personnel emphasized the Strategic Plan goals when possible and applicable? Have procedures been established for the routine dissemination of accident/incident information? (1) Is "Code 20" or a similar device used for more spectacular incidents? (a) How are other kinds of news information disseminated to the media? Are there specially prepared and coordinated programs to handle specific traffic problems?	✓ Yes ✓ Yes ✓ Yes ✓ Yes ✓ Yes	No No No
(a) Has good rapport been established between Area personnel and the media? (3) Have personnel emphasized the Strategic Plan goals when possible and applicable? Have procedures been established for the routine dissemination of accident/incident information? (1) Is "Code 20" or a similar device used for more spectacular incidents? (a) How are other kinds of news information disseminated to the media? Are there specially prepared and coordinated programs to handle specific traffic problems?	✓ Yes✓ Yes✓ Yes✓ Yes	□ No □ No □ No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable? Have procedures been established for the routine dissemination of accident/incident information? (1) Is "Code 20" or a similar device used for more spectacular incidents? (a) How are other kinds of news information disseminated to the media? Are there specially prepared and coordinated programs to handle specific traffic problems?	✓ Yes ✓ Yes ✓ Yes	□ No
Have procedures been established for the routine dissemination of accident/incident information? (1) Is "Code 20" or a similar device used for more spectacular incidents? (a) How are other kinds of news information disseminated to the media? Are there specially prepared and coordinated programs to handle specific traffic problems?	✓ Yes	□No
(1) Is "Code 20" or a similar device used for more spectacular incidents? (a) How are other kinds of news information disseminated to the media? Are there specially prepared and coordinated programs to handle specific traffic problems?	Yes	
(a) How are other kinds of news information disseminated to the media? Are there specially prepared and coordinated programs to handle specific traffic problems?		□No
Are there specially prepared and coordinated programs to handle specific traffic problems?	Yes	
	☐ Yes	
(1) Are multi-lingual programs amphasized?		□No
(1) Are multi-lingual programs emphasized?	Yes	☑ No
(2) Are public affairs press releases distributed to the public in a timely manner?	✓ Yes	□No
(3) Is there adequate media involvement at local Area events?	✓ Yes	□No
How are releases produced by headquarters distributed?		
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	☐ Yes	□No
(2) Who is responsible to monitor the media for items concerning the Department?		
(a) Are significant items sent to headquarters?	✓ Yes	□No
(3) Are harmonious relations established and maintained with the media by the PAO?	✓ Yes	□No
	✓ Yes	□No
CHOOLS EVALUATED ACTION REQUIRED	CORRECTED	
Has the commander identified problems that should be resolved through the public affairs program?	Yes	☑ No
(1) Who supervises the program?	☐ Yes	☐ No
(2) Is preplanning evident in the school program?	☐ Yes	□No
(3) Is the program designed and directed toward the solution of specific problems?	☐ Yes	☐ No
(4) Are activities discussed and planned with school administrators?	☐ Yes	□No
(5) Has the program been approved by the commander?	☐Yes	□No

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PUBLIC REACTION

((6) Does the program follow departmental priorities?			☐ Yes	□No
(7) Are all grade levels included?			☐ Yes	□No
(8	B) How is the success of the program measured?				
(9	i) Is it successful?			☐ Yes	□No
(*	0) Are activities coordinated in conjunction with Division recr	uitment efforts?		☐ Yes	□No
5. PUI	BLIC AFFAIRS PROGRAM	EVALUATED X	ACTION REQUIRED	CORRECTED	
a. H	as the commander identified problems that should be resolved	d through the Public Affair	s Program?	☐ Yes	□ No
(1) Does the Public Affairs Program reach all appropriate grou	ps within the community?		☐ Yes	□No
(2) Are ethnic groups' problems considered?			☐ Yes	□No
(3) Are bilingual officers utilized?			☐ Yes	□No
(4) Is the current Strategic Plan emphasized when and where	appropriate?		✓ Yes	□No
<u></u> b. D	oes the commander keep the PAO fully briefed on current situ	ations which may be new	sworthy?	☐ Yes	□No
(1) Does the PAO report directly to the commander on public a	iffairs matters?		Yes	□No
(2	Does the PAO concentrate most of his/her efforts toward st	trategic goals other depart	mental concerns?	☐ Yes	□No
(3	Does the PAO review the Strategic Plan quarterly?			☐ Yes	□No
(4	What action does the commander initiate when the goals of	f the Strategic Plan are no	t adequately addressed	1 ?	
	4				
(5)	Is the PAO addressing issues assigned to him/her in a time	ly manner?	1117	☐ Yes	□No
c. Is	the commander involved in public contacts?			☐ Yes	□No
(1)	Is membership maintained in a service club, safety council,	etc.?		☐ Yes	□No
(2)	Does the commander accept regular speaking engagement	ts, or are these delegated	to subordinates?		
	1000				
	(a) If experience is lacking, is the commander doing anything	ing to correct this?		☐ Yes	□No
(3)	Are supervisors involved in the community?			☐ Yes	□No
	(a) Do they make public appearances?			☐ Yes	□No
	(b) Is training provided for those who lack experience?			☐ Yes	□No
(4)	Are all supervisors aware of strategic goals and the approact taken towards them?	ch the public affairs progra	am has	☐ Yes	□No
	(a) Are action steps being addressed in a timely manner?	<u> </u>		Yes	□No

AREA MANAGEMENT EVALUATION PUBLIC REACTION

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d.	Are	all employees encouraged to understand and participate in public affairs programs?	Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☐ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☐ Yes	□No

Facility serves mainly the trucking industry. The commander attends the local trucking association meetings. The Facility has an annual "Driver Appreciation Day" in partnership with the trucking association to promote safety. Local media has attended the event. Media attends the event.

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AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Sonora	Central	425
EVALUATED BY		DATE
1 L. Jacobs		08/20/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	or porroll, and the cappionient of	SUSPENSE DATE			
	ormal Evaluation	10/31/2008			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW	0,64	10 3	1/08
1. COMMUNITY OPINION		Yes Yes	ACTION REQUIRED	CORRECTED	JI 6462
a. How does the community a	is a whole feel about the Department	? The community, as a v	whole, feels the Area is n	neeting the	ir needs
of enforcement, education	and information.				
(1) Do all sectors of the co	ommunity have the same opinion?			✓ Yes	□No
b. Has good rapport been esta	ablished with leaders within the comm	nunity?		✓ Yes	□No
c. Do people believe the Depa	artment represents their best interest	5?		Yes	□No
d. Does the Department have	the reputation of impartially enforcing	g laws?		✓ Yes	□No
e. Do people in the community	y feel the Department is doing a good	d job?		✓ Yes	□No
f. How does the reputation of	the Department compare with other	agencies in the area? γ	Ve are a recognized lead	er in Law	
Enforcement and professio	malism.				
2. THE OFFICER AND PUBLIC (CONTACTS	evaluated Yes	ACTION REQUIRED No	CORRECTE)
a. What procedures have bee	n established to handle positive and/	or negative comments b	y pleased/displeased mo	otorists? (fficers are
recognized for their efforts	and counseled when necessary.				
(1) What is the ratio of compli	ments to complaints? Approximate	ely 4:1.			
(2) Does it appear officers	are making successful public contac	ets?		✓ Yes	□No
(3) Is recognition given to	the complimented officers?			✓ Yes	□No
(a) How? Briefings,	training days, 100 forms. Commend	lable Form2's, and all do	cuments filed in their fi	eld folder.	
(4) Has an effort been mad	de to determine why some officers a	re more successful at po	sitive public contacts?	✓ Yes	□No
(5) Are officers with patter	ns of complaints provided with correc	ctive training and direction	n?	✓ Yes	□ No
b. Based on information from	the public appearing at the Area offic	ce to clear citations, wha	t is the general opinion o	of Area offi	cers? Office
are doing their job in a fair	and impartial manner.				
(1) What is the opinion of	the public appearing at court regardi	ng Area officers? The m	phlic has a general frust	ration of re	eceiving a
	frustration is not directed towards the				
			, masuation is a result of	i die omoa	Tabouron (II
being involved in a po	olice contact, rather than frustration t	towards the officers,		m K	

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	(2) What, if any, other	methods are utilized to determine public	opinion of Area office	ers? Community meetings	and discussion	on by
	supervision with the go	eneral public at events other than schedul	led meetings,		.,	
3.	NEWS MEDIA		evaluated Yes	No REQUIRED	CORRECTED	
í	a. Have guidelines been e	established to foster harmonious relations	s with the new media	?		□No
	(1) Does the media tre	eat the Department favorably?			✓ Yes	□ No
	(2) Are media represe	ntatives satisfied with their relationship w	ith the Department?		✓ Yes	□ No
	(a) Has good rapp	oort been established between Area pers	onnel and the media	?	✓ Yes	□No
-	(3) Have personnel en	nphasized the Strategic Plan goals when	possible and applica	ible?	✓ Yes	□No
ŀ	o. Have procedures been	established for the routine dissemination	of accident/incident	information?	✓ Yes	□No
	(1) Is "Code 20" or a s	imilar device used for more spectacular i	incidents?		✓ Yes	□No
	(a) How are other	kinds of news information disseminated	to the media? CHP	288. TMC, CMS. radio an	d newspaper	
-	c. Are there specially prep	pared and coordinated programs to hand	le specific traffic prob	olems?		□No
	(1) Are multi-lingual pr	ograms emphasized?			✓ Yes	□No
	(2) Are public affairs p	ress releases distributed to the public in	a timely manner?		✓ Yes	□No
	(3) Is there adequate	media involvement at local Area events?			✓ Yes	□No
-	d. How are releases prod	uced by headquarters distributed? By tl	ne PIO when receive	d.		
			100			
_		o ensure releases are received in a time			✓ Yes	□ No
	(2) Who is responsible	e to monitor the media for items concerni	ng the Department?	Commander, sergeants an	d the PIO.	
					✓ Yes	□ No
		items sent to headquarters?	the consultation the DA	02	✓ Yes	□ No
		lations established and maintained with	the media by the PA	07		
	(4) Are strategic goals	emphasized at PAO/TMC activities?	EVALUATED	ACTION REQUIRED	✓ Yes	□ No
١,	SCHOOLS		Yes	No		
6	a. Has the commander id	entified problems that should be resolved	d through the public	affairs program?	✓ Yes	□ No
	(1) Who supervises th	e program?			✓ Yes	□No
	(2) Is preplanning evid	dent in the school program?			✓ Yes	□No
	(3) Is the program des	signed and directed toward the solution of	of specific problems?	17-7-11111	✓ Yes	□No
	(4) Are activities discu	issed and planned with school administr	ators?		✓ Yes	□No
	(5) Has the program b	peen approved by the commander?				□No

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(6)	Does the program follow departmental priorities?			✓ Yes	□No
	(7)	Are all grade levels included?	5 S		✓ Yes	□No
	(8)	How is the success of the program measured? The Commander	supervises the Area	's programs. The succe	ss of the pr	ograms are
		measured by the statistical rate of incidents compared to the at ri	sk groups involved	in the sponsored progra	ms.	
	(9)	Is it successful?			✓ Yes	□No
	(10) Are activities coordinated in conjunction with Division recruitmen	nt efforts?		✓ Yes	□No
5. I	PUBL	CIC AFFAIRS PROGRAM EVAL. Yes	UATED	ACTION REQUIRED NO	CORRECTED	
a.	Has	s the commander identified problems that should be resolved throu	igh the Public Affairs	s Program?	✓ Yes	□No
	(1)	Does the Public Affairs Program reach all appropriate groups with	nin the community?		✓ Yes	□No
	(2)	Are ethnic groups' problems considered?			✓ Yes	□No
	(3)	Are bilingual officers utilized?			√ Yes	□No
	(4)	Is the current Strategic Plan emphasized when and where approp	oriate?		✓ Yes	□No
b.	Do	es the commander keep the PAO fully briefed on current situations	which may be new	sworthy?	✓ Yes	□No
	(1)	Does the PAO report directly to the commander on public affairs in	matters?		✓ Yes	□No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic	c goals other depar	tmental concerns?	✓ Yes	□No
	(3)	Does the PAO review the Strategic Plan quarterly?			✓ Yes	□No
	(4)	What action does the commander initiate when the goals of the S	Strategic Plan are no	ot adequately addressed	d? The Str	ategic Plan
		addressed monthly at Staff Meetings. Deficiencies are addressed	d, a course of action	n is established and give	en to involv	ed personn
		Follow-up is performed as necessary.				
	(5)	Is the PAO addressing issues assigned to him/her in a timely ma	nner?		✓ Yes	□No
c.	ls th	ne commander involved in public contacts?			✓ Yes	□No
	(1)	Is membership maintained in a service club, safety council, etc.?			✓ Yes	□No
	(2)	Does the commander accept regular speaking engagements, or	are these delegated	to subordinates? The	Command	er, and or
		PIO attends the majority of engagements. Sergeants and other of	officers are asked to	fill in if necessary.		
-		(a) If experience is lacking, is the commander doing anything to	correct this?		✓ Yes	□No
	(3)	Are supervisors involved in the community?		W	✓ Yes	□No
	(3)	(a) Do they make public appearances?			 ✓ Yes	
		(b) Is training provided for those who lack experience?	r 1		✓ Yes	
	(4)	Are all supervisors aware of strategic goals and the approach the taken towards them?	e public affairs prog	ram has	 ✓ Yes	□No
		(a) Are action steps being addressed in a timely manner?			✓ Yes	☐ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

d.	Are all employees encouraged to understand	and participate in public affairs programs?	✓ Yes	□No
	(1) Are employees given appropriate recogn the image of the Department?	ition for their involvement in community activities which enhance	✓ Yes	□No
	(2) Are employees aware of the Department 05-013, California Highway Patrol Youth	s Mentor Program as described in Management Memorandum Mentor Program?		□No

5.d.(1) - Flexible schedule for coaches.

Memorandum

Date:

May 30, 2008

To:

Central Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Buttonwillow Area

File No.:

426,10857

Subject:

AREA MANAGEMENT EVALUATION - CHP 453H - PUBLIC REACTION -

INFORMAL EVALUATION

Attached is in a Public Reaction Informal Evaluation, per HPG 22.1, conducted by Officer Justin Olson, of the Buttonwillow Area. No follow-up correction report is required. Contact me at (661)764-5580, if you have any questions.

D. L. GREEN, Lieutenant

Area Commander

STATE OF C		7	AREA	DIVISION	NUMBER	Less -
DEPARTMEN	T OF CALIFORNIA HIÇHWAY PATF MANAGEMENT EVA	N HATION OF	426	401		
	REACTION	REDATION	EVALUATED BY		DATE	
	(Rev. 5-06) OPI 009		J. Olson, #15704		04/29/2008	3
form is u individua can be placcompli	sed as a Correction Re litems with "yes" or "n aced on the CHP 454, shments or corrective	ns reviewed by placing a check in port, the "Correction" box shou or answers, or fill in the blanks and Area Management Evaluation stations, unresolved items, problement, and the Supplement care.	ld be initialed and date as indicated. If additior Supplement. The Supp ems or progress, and t	d as deficiencies are hal comments are nec plement should includ he evaluator's overal	corrected. A essary, the i e significant	inswer information findings,
TYPE OF EVA	UATION		SUSPENSE DATE			
		rmal Evaluation	The state of the s		DATE	
FOLLOW-UP R	EQUIRED	Correction Report	COMMANDER'S REVIEW		DATE	
	☑ No	BY	12 Du	-20	4.20	8.08
Yes			EVALUATED	ACTION REQUIRED	CORRECTED	
1. COMM	JNITY OPINION			. *		
a. Hov	does the community as	a whole feel about the Departmen	t? The community	/ feels that the Departm	ent is invalua	ble to safe
trav	el on area roadways.					
(1)	Do all sectors of the con	nmunity have the same opinion?			√ Yes	☐ No
b. Has	good rapport been estab	olished with leaders within the com	munity?		☑ Yes	☐ No
c. Dop	eople believe the Depart	ment represents their best interest	s?	:(e);	✓ Yes	☐ No
d. Doe:	s the Department have th	ne reputation of impartially enforcin	g laws?		☑ Yes	☐ No
e. Dop	eople in the community f	eel the Department is doing a goo	d job?		☑ Yes	☐ No
f. How	does the reputation of th	e Department compare with other	agencies in the area?	The public p	perception is t	that
Dep	artment Employees are n	nore professional than other agenc	y officers.			
THE OF	ICER AND PUBLIC CO	NTACTS	EVALUATED	ACTION REQUIRED	CORRECTED	
a. What	procedures have been	established to handle positive and/	or negative comments by	/ pleased/displeased m	otorists?	The
posit	ive comments are handle	ed by sending thank-you letters to	the motorists. The negat	ive comments are poss	ible citizen co	omplaints.
(1) V	What is the ratio of compl	iments to complaints? 5 compli	ments to 1 complaint.			
(2)	loes it appear officers ar	e making successful public contac	ts?		☑ Yes	☐ No
(3) 1	recognition given to the	complimented officers?			☑ Yes	□No
(8	a) How? CHP 100 com	ments, CHP 2				
(4) H	as an effort been made t	o determine why some officers are	e more successful at pos	itive public contacts?	☑ Yes	☐ No
(5) A	re officers with patterns of	of complaints provided with correct	live training and direction	?		□ No

b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers?

(1) What is the opinion of the public appearing at court regarding Area officers?

That the Area officers are professional and thorough.

That officers are completing their duties

as required.

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

(2) What, if any, other methods are utilized to determine public of	opinion of Area officer	s? Solic	iting input fror	ກ
community leaders and area business owners.				
3. NEWS MEDIA	EVALUATED	ACTION REQUIRED	CORRECTED	
a. Have guidelines been established to foster harmonious relations	with the new media?		✓ Yes	☐ No
(1) Does the media treat the Department favorably?			☑ Yes	☐ No
(2) Are media representatives satisfied with their relationship with	h the Department?		☑ Yes	☐ No
(a) Has good rapport been established between Area person	nnel and the media?		☑ Yes	☐ No
(3) Have personnel emphasized the Strategic Plan goals when p	ossible and applicabl	e?	☑ Yes	☐ No
b. Have procedures been established for the routine dissemination of	of accident/incident in	formation?	∀es	☐ No
(1) Is "Code 20" or a similar device used for more spectacular inc	cidents?		✓ Yes	☐ No
(a) How are other kinds of news information disseminated to	the media?	The PAO contacts	media represe	ntatives
directly and speaks to a Midway Driller reporter weekly.				
c. Are there specially prepared and coordinated programs to handle	specific traffic problet	ms?	☑ Yes	☐ No
(1) Are multi-lingual programs emphasized?			✓ Yes	☐ No
(2) Are public affairs press releases distributed to the public in a t	imely manner?		✓ Yes	□ No
(3) Is there adequate media involvement at local Area events?			✓ Yes	☐ No
d. How are releases produced by headquarters distributed? The	e PAO sends HQ pre	ss releases to the local:	newspaper (M	idway
Driller).				
		111111111111111111111111111111111111111		
(1) Is there follow-up to ensure releases are received in a timely n	nanner, and meet the	needs of the media?	☑ Yes	□ No
(2) Who is responsible to monitor the media for items concerning	the Department?	PAO		,6
(a) Are significant items sent to headquarters?			√ Yes	☐ No
(3) Are harmonious relations established and maintained with the	media by the PAO?		✓ Yes	☐ No
(4) Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	☐ No
SCHOOLS	ALUATED	ACTION REQUIRED	CORRECTED	
a. Has the commander identified problems that should be resolved thro	ough the public affair	s program?	☑ Yes	☐ No
		11	Yes	□No
LIT DE DIFFERIT		- N	√ Yes	□No
	ecific problems?		✓ Yes	☐ No
(3) Is the program designed and directed toward the solution of specific (4) Are activities discussed and planned with school administrators			✓ Yes	☐ No
11. 11			☑ Yes	☐ No
(5) Has the program been approved by the commander?				

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009 ✓ Yes No (6) Does the program follow departmental priorities? □ No √ Yes (7) Are all grade levels included? The success is measured by feedback from school administrators and (8) How is the success of the program measured? teachers. No √ Yes (9) Is it successful? VI No ☐ Yes (10) Are activities coordinated in conjunction with Division recruitment efforts? CORRECTED EVALUATED ACTION REQUIRED 5. PUBLIC AFFAIRS PROGRAM V Yes ☐ No a. Has the commander identified problems that should be resolved through the Public Affairs Program? (1) Does the Public Affairs Program reach all appropriate groups within the community? √ Yes ☐ No □ No √ Yes (2) Are ethnic groups' problems considered? √ Yes No (3) Are bilingual officers utilized? ☐ No ✓ Yes (4) Is the current Strategic Plan emphasized when and where appropriate? V Yes ∏ No b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy? √ Yes ΠNo (1) Does the PAO report directly to the commander on public affairs matters? √ Yes ☐ No (2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns? ☐ No √ Yes (3) Does the PAO review the Strategic Plan quarterly? (4) What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed? The Commander arranges safety meetings at area businesses and safety demonstrations at area schools. As well as developing Special Enforcement Units to focus on problem areas. √ Yes ☐ No (5) Is the PAO addressing issues assigned to him/her in a timely manner? √ Yes □ No c. Is the commander involved in public contacts? ✓ Yes No (1) Is membership maintained in a service club, safety council, etc.? (2) Does the commander accept regular speaking engagements, or are these delegated to subordinates? The Commander and PAO handle speaking engagements. □ No √ Yes (a) If experience is lacking, is the commander doing anything to correct this? √ Yes ☐ No (3) Are supervisors involved in the community? ✓ Yes ☐ No (a) Do they make public appearances? ✓ Yes ΠNo (b) Is training provided for those who lack experience? (4) Are all supervisors aware of strategic goals and the approach the public affairs program has √ Yes No taken towards them? ∏ No √ Yes (a) Are action steps being addressed in a timely manner?

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 453H	(Rev.	5-06)	OPI 009	
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CHP	40011	(Rev. 5-00) Of 1 005		
d	Аге	e all employees encouraged to understand and participate in public affairs programs?	☑ Yes	☐ No
_	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☑ Yes	☐ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	□No

DEDARTMENT OF O	ALIEORNIA HIGHWAY PATKY	л	T.	āp)	T	
	AGEMENT EVA		Fresno/435	Central/401	Chapter 8	
PUBLIC REA			EVALUATED BY		DATE	
CHP 453H (Rev.			R. Huerta, Capt./P.	Solorzano, Officer	10/10/2008	arene y and a
form is used a ndividual iten nformation ca significant find mpressions.	as a Correction Re ns with "yes" or "no an be placed on th dings, accomplish This form can be	s reviewed by placing a check in port, the "C-orrection" box should b" answers, or fill in the blanks as a CHP 454, Area Management Ements or corrective actions, unrecompleted in pen or pencil, and t	l be initialed and da s indicated. If addit Evaluation Supplem solved items, probl	ted as deficiencies are of lonal comments are nece ent. The Supplement st ems or progress, and the	corrected. All essary, the nould include e evaluator's	nswer
Formal Eva		mal Evaluation	SUSPENSE DATE			
OLLOW-UP REQUIR		Part	COMMANDER'S REVIEW		DATE	
-OLLOW-OF REGULA	CD	Correction Report	COMMINATORITORICISM			
Yes	☑ No	BY	24	cente	11/10/0	y
1. COMMUNIT	Y OPINION		EVALUATED X	No REQUIRED	CORRECTED	
a. How doe	es the community as	a whole feel about the Department?	The commu	nity views the Department	as a knowledg	geable and
professi	onal oragnanization	from feedback from Community O	rganization meetings	0		
(1) Do a	all sectors of the con	nmunity have the same opinion?			☑ Yes	□ No
b. Has goo	d rapport been estal	plished with leaders within the comm	unity?		√ Yes	□No
	- Linds and the second	tment represents their best interests		,	☑ Yes	☐ No
d. Does the	e Department have t	he reputation of impartially enforcing	laws?	<u></u>	☑ Yes	☐ No

□ No √ Yes Do people in the community feel the Department is doing a good job? CHP is consistantly viewed as the How does the reputation of the Department compare with other agencies in the area? most professional. ACTION REQUIRED CORRECTED EVALUATED . THE OFFICER AND PUBLIC CONTACTS X What procedures have been established to handle positive and/or negative comments by pleased/displeased motorists? See attached. (1) What is the ratio of compliments to complaints? See attached ☐ No √ Yes (2) Does it appear officers are making successful public contacts? ✓ Yes □ No Is recognition given to the complimented officers? (a) How? 100 form comments and commendable form 2. ☐ No (4) Has an effort been made to determine why some officers are more successful at positive public contacts? ✓ Yes ☐ No √ Yes Are officers with patterns of complaints provided with corrective training and direction? b. Based on information from the public appearing at the Area office to clear citations, what is the general opinion of Area officers? Area officers are knowledgeable regarding traffic violations and treat the public in a professional manner. Area officers are dressed professionally (1) What is the opinion of the public appearing at court regarding Area officers? and prepared for court testimony.

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AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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		H (Rev. 5-06) C			and the string of the same and the string of the same and the string of the same and the same an		
	(y, other methods are utilized to determine pub	The state of the s		rs and Sergean	
	nice	participate	in community events, i.e. traffic safety boo	ths, presentations and rec	eive positive feedback fr		
3.	NE'	VS MEDIA		EVALUATED X	ACTION REQUIRED	CORRECTED	
8	a l	lave guideline	s been established to foster harmonious relation	ons with the new media?		☑ Yes	☐ No
	(() Does the n	nedia treat the Department favorably?		A 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	☑ Yes	☐ No
	(2) Are media	representatives satisfied with their relationship	o with the Department?	CALCOLOUS AND	☑ Yes	☐ No
******		(a) Has g	ood rapport been established between Area p	ersonnel and the media?		☑ Yes	☐ No
	(3) - Have pers	onnel emphasized the Strategic Plan goals wh	en possible and applicabl	e?	✓ Yes	No
t). I	lave procedure	es been established for the routine disseminat	ion of accident/incident in	formation?	☑ Yes	☐ No
****	() Is "Code 2	0" or a similar device used for more spectacul	ar incidents?		☑ Yes	☐ No
and the	-	(a) How a	are other kinds of news information disseminat	ed to the media?	The Area Command	der or PlO are	guests on
		TV m	orning talk shows and radio shows. Also, Cl	HP 288 (press release).			
0	;. <i>F</i>	re there speci	ally prepared and coordinated programs to ha	ndle specific traffic proble	ms?	☑ Yes	☐ No
	() Are multi-li	ngual programs emphasized?			☑ Yes	□ No
	(e) Are public	affairs press releases distributed to the public	in a timely manner?		☑ Yes	□ No
	(equate media involvement at local Area event			☑ Yes	☐ No
C	 }.	ow are releas	es produced by headquarters distributed?	Faxed to Area from H	eadquarters, Area to TM	1C which faxes	s them to
		he media outle					
	-			MATERIA			
-	() Is there follow	low-up to ensure releases are received in a tir	mely manner, and meet th	e needs of the media?	√ Yes	☐ No
	(ponsible to monitor the media for items conce		Area Comman	der and PIO	
	· · · · ·		AND AND THE COURT OF THE COURT				
		(a) Are sign	gnificant items sent to headquarters?			√ Yes	☐ No
	()) Are harmon	nious relations established and maintained wit	th the media by the PAO?)	∀es	No
			ic goals emphasized at PAO/TMC activities?	al menumera are a proper of the second secon		☑ Yes	[]] No
4.		ools		EVALUATED X	ACTION REQUIRED	CORRECTED	
а	. h	as the comma	ander identified problems that should be resolu	ved through the public aff	airs program?	∀ Yes	[] No
	****		vises the program?			√ Yes	[] No
eresit.	(:) is preplann	ing evident in the school program?		And the second s	☑ Yes	∏ No
		4 1944 11 19419	ram designed and directed toward the solution	n of specific problems?		☑ Yes	□No
	(4		es discussed and planned with school adminis			[√] Yes	□No
	· · ()		ogram been approved by the commander?			[☑] Yes	[] No

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AREA MANAGEMENT EVALUATION

	••	•						
P	U	BL	IC	RE	AC	TIO	N	

CHP 45	H (Rev. 5-06) OPI 009		
(Does the program follow departmental priorities?	√ Yes	□ No
	7) Are all grade levels included?	✓ Yes	No
	B) How is the success of the program measured? Positive feedback from Adminstrators and paren	its. The Departm	nent is
	continually being called back to continue the various programs year after year.		
	9) Is it successful?	☑ Yes	No No
	10) Are activities coordinated in conjunction with Division recruitment efforts?	√ Yes	No
5. PL	BLIC AFFAIRS PROGRAM EVALUATED X	CORRECTED	
a;	las the commander identified problems that should be resolved through the Public Affairs Program?	. ✓ Yes	
i=4jj=	Does the Public Affairs Program reach all appropriate groups within the community?	☑ Yes	☐ No
	2) Are ethnic groups' problems considered?	☑ Yes	☐ No
	3) Are bilingual officers utilized?	✓ Yes	· 🗌 No
	4) Is the current Strategic Plan emphasized when and where appropriate?	∀es	☐ No
	Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	☑ Yes	☐ No
	Does the PAO report directly to the commander on public affairs matters?	✓ Yes	□ No
	Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	☑ Yes	☐ No
	B) Does the PAO review the Strategic Plan quarterly?	√ Yes	☐ No
	What action does the commander initiate when the goals of the Strategic Plan are not adequately address.	essed? T	he
— III III	Commander re-evaluates the Program and sets new plan in action to address the need.	Asian June 1	

	5) Is the PAO addressing issues assigned to him/her in a timely manner?	☑ Yes	☐ No
	s the commander involved in public contacts?	√ Yes	□No
	Is membership maintained in a service club, safety council, etc.?	√ Yes	□ No
	2) Does the commander accept regular speaking engagements, or are these delegated to subordinates?	Т	lie
	Commander accepts the speaking engagements.		
	Communication and the second s		
	(a) If experience is lacking, is the commander doing anything to correct this?	√ Yes	☐ No
	Are supervisors involved in the community?	√ Yes	☐ No
		☑ Yes	□ No
	(a) Do they make public appearances? (b) Is training provided for those who lack experience?	☑ Yes	☐ No
را - صانقی را ایا ا	the public affairs program has		
	taken towards them?	✓ Yes	□ No
	(a) Are action steps being addressed in a timely manner?	☑ Yes	☐ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP (453H	(Rev. 5-06) OPI 009		
		all employees encouraged to understand and participate in public affairs programs?	☑ Yes	☐ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☑ Yes	□No
100,000	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	□ No

1. Community Opinion

f. The Community Orienting Policing Unit (COPS) have been attending community meetings throughout the different districts (5) within Fresno County. The Officers relate that the community has time and time again said what great job the CHP is doing in their community. The CHP has made a positive presence via enforcement and services. At these meetings, individuals say that they do not see the Sheriff's Department units in their areas. During key contact meetings with the Board of Supervisors, all of them say that CHP is doing a great job in their districts.

2. The Officer and Public contacts

- 2a. Positive comments from the public are documented on the employee's 100 form or commendable form 2 and recognized during briefings and area training days. Negative comments from the public are investigated by Supervisors, the results are discussed with the employee and documented per policy.
 - 2a(1). Approximately a 3 to 1 ratio of compliments to complaints.
- 2 a(4). Some officers are more outgoing than others.

4. Schools

- 1. The Area Commander and PIO
- 7. Through departmental programs such as red ribbon week (Elementary school), right turn (Jr. high) and Start Smart as well as E15M programs, The Department also provides Traffic Safety programs (Chipper & Friends color books) for Elementary school age children.

5. Public Affairs Program

- a. (1) Through the PIO, COPS units and regular road patrol officers, community groups are contacted and their specific issues are addressed.
- c. (1) Currently the Commander is a member of El Concilio de Fresno, Cesar Chavez Committee, COG and Fresno/Madera Chief's of Police Association.
 - c (2) The Commander does the majority of the engagements.
- c (3(a)) The Supervisor in charge of the COPS unit attends community meetings as well as other Supervisors. Supervisors on scenes of traffic collisions and other news worthy events provide media interviews in the field. Lieutenants and Sergeants frequently accompany the Area Commander.

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c(3)(b) Area Supervisors have full access to the PIO manual and can contact the area PIO for assistance.

AREA MANAGEMENT EVALUATION PUBLIC REACTION CHF 353H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Fort Tejon	Central	430
EVALUATED BY		DATE
C. Whitty		02/22/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE			
☐ Formal Evaluation ☐ Informal Eval	luation				
FOLLOW-UP REQUIRED Corr	ection Report	COMMANDER'S REVIEW	- LT	2-26-	-08
1. COMMUNITY OPINION		2/22/2008	ACTION REQUIRED No	CORRECTED	
a. How does the community as a whole	feel about the Department?	? The vast majori	ty of the community app	preciates the	
Department's efforts to make the con	nmunity a safer place.		3,100		
(1) Do all sectors of the community h	nave the same opinion?			Yes	☑ No
b. Has good rapport been established w	ith leaders within the comm	nunity?		☑ Yes	☐ No
c. Do people believe the Department rep	presents their best interests	?		☑ Yes	☐ No
d. Does the Department have the reputa	tion of impartially enforcing	laws?		☑ Yes	☐ No
e. Do people in the community feel the D	epartment is doing a good	job?		☑ Yes	☐ No
f. How does the reputation of the Depart	ment compare with other a	gencies in the area?	The commun	nity trusts our	•
Department to enforce the laws in a fa	air and impartial manner. (Other agencies are not h	eld in the same light as	the CHP.	
2. THE OFFICER AND PUBLIC CONTACTS		EVALUATED 2/22/2008	ACTION REQUIRED No	CORRECTED	
a. What procedures have been establish	ed to handle positive and/o	r negative comments by	pleased/displeased mo	otorists?	Positive
comments are place in personnel files	. Response letters are sent	to pleased motorists. C	omplaints are investiga	ted.	
(1) What is the ratio of compliments to	complaints? 10 complaints	aints in 2007 and numer	ous positive complimer	nts on a daily	basis.
(2) Does it appear officers are making	successful public contacts	s?		✓ Yes	☐ No
(3) Is recognition given to the complin	nented officers?			☑ Yes	☐ No
(a) How? Written documentation	n is placed in their personn	el jacket.			
(4) Has an effort been made to detern	nine why some officers are	more successful at pos	itive public contacts?	√ Yes	□No
(5) Are officers with patterns of comple	aints provided with correcti	ve training and direction	?	☑ Yes	☐ No
b. Based on information from the public a	opearing at the Area office	to clear citations, what	s the general opinion o	f Area officer	s?
Officers are issuing citations in a fair a	nd impartial manner.				
(1) What is the opinion of the public ap	pearing at court regarding	Area officers?	Officers are issuir	ng citations in	n a fair
and impartial manner.					

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

(2) What, if any, other methods are utilized to determine public opinion of Area officers?		
	/	
3. NEWS MEDIA EVALUATED ACTION REQUIRED No	CORRECTED	
a. Have guidelines been established to foster harmonious relations with the new media?	✓ Yes	☐ No
(1) Does the media treat the Department favorably?	☑ Yes	☐ No
(2) Are media representatives satisfied with their relationship with the Department?	☑ Yes	☐ No
(a) Has good rapport been established between Area personnel and the media?	☑ Yes	☐ No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	☑ Yes	☐ No
b. Have procedures been established for the routine dissemination of accident/incident information?	☑ Yes	☐ No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	☑ Yes	□ No
(a) How are other kinds of news information disseminated to the media? The PAO contacts the	media via the)
telephone, by Fax, and by email. The PAO has a good working relationship with the local media.		
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	☑ Yes	☐ No
(1) Are multi-lingual programs emphasized?	☑ Yes	☐ No
(2) Are public affairs press releases distributed to the public in a timely manner?	☑ Yes	☐ No
(3) Is there adequate media involvement at local Area events?	☑ Yes	☐ No
d. How are releases produced by headquarters distributed? The PAO contacts the media via the telephone, by	y Fax, and by	email.
The PAO has a good working relationship with the local media.		
(1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	☑ Yes	☐ No
(2) Who is responsible to monitor the media for items concerning the Department? The Area PAO and	d Area Comn	nander.
(a) Are significant items sent to headquarters?	☑ Yes	☐ No
(3) Are harmonious relations established and maintained with the media by the PAO?	☑ Yes	☐ No
(4) Are strategic goals emphasized at PAO/TMC activities?	☑ Yes	☐ No
SCHOOLS EVALUATED ACTION REQUIRED 2/22/2008 No	CORRECTED	
a. Has the commander identified problems that should be resolved through the public affairs program?	√ Yes	□No
(1) Who supervises the program? AREA COUNTY	Yes	□ No
	√ Yes	☐ No
	~7)	т.,
(3) Is the program designed and directed toward the solution of specific problems?	☑ Yes	☐ No
	√] Yes √] Yes	□ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT	EVALUATION
PUBLIC REACTION	
CHP-453H (Rev. 5-06) OPI 009	

(6) Does the program follow de	epartmental priorities?			☑ Yes	☐ No
(7) Are all grade levels include	d?			√ Yes	☐ No
(8) How is the success of the p	program measured? The	positive response from t	the school administrati	on and goal a	ttainment.
(9) Is it successful?				√ Yes	☐ No
(10) Are activities coordinated	in conjunction with Division recr	uitment efforts?		☑ Yes	☐ No
5. PUBLIC AFFAIRS PROGRAM	2	EVALUATED 2/22/2008	ACTION REQUIRED	CORRECTED	
a. Has the commander identified p	roblems that should be resolved	d through the Public Affa	irs Program?	☑ Yes	□ No
(1) Does the Public Affairs Prog	gram reach all appropriate group	os within the community	?	☑ Yes	□ No
(2) Are ethnic groups' problems	considered?			✓ Yes	☐ No
(3) Are bilingual officers utilized	?			√ Yes	☐ No
(4) Is the current Strategic Plan	emphasized when and where a	appropriate?		√ Yes	☐ No
b. Does the commander keep the F	AO fully briefed on current situa	ations which may be nev	wsworthy?	☑ Yes	☐ No
(1) Does the PAO report directly	to the commander on public at	ffairs matters?		☑ Yes	☐ No
(2) Does the PAO concentrate r	nost of his/her efforts toward str	rategic goals other depa	rtmental concerns?	☑ Yes	☐ No
(3) Does the PAO review the St	rategic Plan quarterly?			☑ Yes	☐ No
(4) What action does the comma	ander initiate when the goals of	the Strategic Plan are n	ot adequately address	sed? O	btains grants
for enforcement and education	on programs and establishes cor	mmunity outreach progr	rams.		
(5) Is the PAO addressing issue	s assigned to him/her in a timel	y manner?		✓ Yes	☐ No
c. Is the commander involved in pub	lic contacts?		011 1107 1	☑ Yes	□ No
(1) Is membership maintained in	a service club, safety council, e	etc.?		√ Yes	☐ No
(2) Does the commander accept	regular speaking engagements	s, or are these delegated	d to subordinates?	Tł	ne
commander accepts regular s	peaking engagements and deleg	gates others when appro	priate.		
	F-11-2 111-2-2 11-3 11-3 11-3 11-3 11-3 1				
(a) If experience is lacking, i	s the commander doing anythir	ng to correct this?		Yes	□ No
(3) Are supervisors involved in th	e community?			√ Yes	□ No
(a) Do they make public app	earances?			☑ Yes	□No
(a) Do they make public app (b) Is training provided for the				☑ Yes ☑ Yes	□ No
	ose who lack experience?	n the public affairs progr	ram has		
(b) Is training provided for the	ose who lack experience? trategic goals and the approach	n the public affairs progr	ram has	☑ Yes	□ No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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d.	Аге	e all employees encouraged to understand and participate in public affairs programs?	☑ Yes	□ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☑ Yes	□ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	☐ No

The PAO is involved in numerous community events ranging from career and safety fairs to planning for catastrophic emergencies. The Area Commander is active in several local community groups and attends local planning meetings on a regular basis. Area supervisors attend local meetings and interact with the community on a regular basis. Several Area officers are involved in local groups and make safety presentations at the local schools.

STATE OF CALIF JANIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION	HANFORD	DIVISION	NUMBER	
PUBLIC REACTION CHP 453H (Rev. 5-06) OPI 009	EVALUATED BY DOUG PUR	OER # 10045	DATE /	23/08
INSTRUCTIONS: Indicate items reviewed by placing a check form is used as a Correction Report, the "Correction" box shou individual items with "yes" or "no" answers, or fill in the blanks a can be placed on the CHP 454, Area Management Evaluation accomplishments or corrective actions, unresolved items, prob form can be completed in pen or pencil, and the Supplement can be completed.	ld be initialed and dat as indicated. If addition Supplement. The Suplems or progress, and	ed as deficiencies are conal comments are neceptional comments are neceptional included the evaluator's overall	corrected. A essary, the esignificant	Answer information : findings,
Formal Evaluation Informal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW		DATE	
Yes No By	Dong &	Julu, IT.	2/2	23/08
1. COMMUNITY OPINION	EVALUATED 2/23/2	NONE NONE	CORRECTED,	1
a. How does the community as a whole feel about the Departmen	IT? BASED UP	ON FEEDBAC	K ABO	UT THE
DEST. DURING MEETINGS AND CO	MMUNITY E	VENTS POSIT	TUNITY	HAS A
(1) Do all sectors of the community have the same opinion?	12 .	ON LIMITED	⊠ Yes	□ No
b. Has good rapport been established with leaders within the con	JUF7	PMATON	X Yes	□No
c. Do people believe the Department represents their best interes	ets?	*11		☐ No
d. Does the Department have the reputation of impartially enforci	ng laws?	<i>I</i>)	X Yes	☐ No
e. Do people in the community feel the Department is doing a goo	od job?))	X Yes	☐ No
f. How does the reputation of the Department compare with othe	r agencies in the area?	OTHER LOCAL	DEPTS	HAVE A
COWBOY" REPUTATION - IN COMPARIS	ON, CHPIS	VIEWED AS PI	ROFESS	DUAL
2. THE OFFICER AND PUBLIC CONTACTS	EVALUATED 2/23/	OFFICTION REQUIRED NONE	CORRECTED	IA.
a. What procedures have been established to handle positive and	d/or negative comments		55	
COMMENTS PASSED ALONG TO RESPON	USIBLE EM	PLOYEE - ARI		COMMEN
(1) What is the ratio of compliments to complaints?	MATED TO	BE FAR GREA	TER TH	'AN 201
(2) Does it appear officers are making successful public conta	cts?	v	🔀 Yes	☐ No
(3) Is recognition given to the complimented officers?	MENTS - PLA	KED IN FILE	Yes	☐ No
(a) How? PLACED IN PERSON	INEL FOLDE	PS- USED	JU EN	ALVATI
(4) Has an effort been made to determine why some officers a	re more successful at p	positive public contacts?	X Yes	□ No
(5) Are officers with patterns of complaints provided with corre		tion?	🔀 Yes	□ No
b. Based on information from the public appearing at the Area offi	ce to clear citations, wh	at is the general opinion	of Area office	ers?
10 ONE ITUES TO RECEDIE A C	TATIONI V	SUR VIOLATO	DS RAT	SULARI

TELL ME, "THE OFFICER WAS JUST DOING HIS/HER JOB."

(1) What is the opinion of the public appearing at court regarding Area officers?

THE TESTEMONY OF OUR OFFICERS IS GENERALLY VERY HIGHLY REGARDED.

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

(2) What, if any, other methods are utilized to determine public opinion of Area officers? WE HAVE	SENT	OUT
PUBLIC OPINION QUESTIONAIRES IN THE PAST-PO	SITIVE	RESA
3. NEWS MEDIA EVALUATED 3/23/06 ACTION REQUIRED WONE	CORRECTED	IA
a. Have guidelines been established to foster harmonious relations with the new media?	X Yes	☐ No
(1) Does the media treat the Department favorably?	Yes	□No
(2) Are media representatives satisfied with their relationship with the Department?	Yes	☐ No
(a) Has good rapport been established between Area personnel and the media?	X Yes	☐ No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?	Yes Yes	□ No
b. Have procedures been established for the routine dissemination of accident/incident information?	Yes	☐ No
(1) Is "Code 20" or a similar device used for more spectacular incidents?	Yes	☐ No
(a) How are other kinds of news information disseminated to the media? ON MAJOR INC	IDENT.	S, WE
HAVE CONDUCTED PRESS CONFERENCES (7 FATAL T/C.		2007
c. Are there specially prepared and coordinated programs to handle specific traffic problems?	Yes	□ No
(1) Are multi-lingual programs emphasized? WE HAVE USED THE LOCAL	Yes	☐ No
(2) Are public affairs press releases distributed to the public in a timely manner?	Yes	☐ No
(3) Is there adequate media involvement at local Area events?	X Yes	□ No
d. How are releases produced by headquarters distributed? WE USE THEM AS A	GUIDE	= FOR
d. How are releases produced by headquarters distributed? WE USE THEM AS A OUR LOCAL PRESS RELEASES. WE DO NOT UT	GUIDE	E FOR
TO COE THEM AS A	GUIDE	E FOR
TO COE THEM AS A	GVIDE ILIZE	E FOR ∃ THE
OUR LOCAL PRESS RELEASES. WE DO NOT UT.	71.5-7.6	E FOR THE No
OUR LOCAL PRESS RELEASES. WE DO NOT UT. "FILL IN THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media?	71.5-7.6	E FOR THE No
OUR LOCAL PRESS RELEASES. WE DO NOT UT. "FILL IN THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? FUBLICA	71.5-7.6	E FOR THE No
OUR LOCAL PRESS RELEASES. WE DO NOT UT. "FILL IN THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? FUBLICAP OFFICER	XYes	RS
OUR LOCAL PRESS RELEASES. WE DO NOT UT. "FILL IN THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? OFFICER (a) Are significant items sent to headquarters? THROUGH ENTAC (3) Are harmonious relations established and maintained with the media by the PAO? (4) Are strategic goals emphasized at PAO/TMC activities?	XYes XYes	PS No
OUR LOCAL PRESS RELEASES. WE DO NOT UT. "FILL IN THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? OFFICER (a) Are significant items sent to headquarters? THROUGH EUTAC (3) Are harmonious relations established and maintained with the media by the PAO?	Yes Yes Yes	No No
OUR LOCAL PRESS RELEASES. WE DO NOT UT "FIL IN THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? OFFICER (a) Are significant items sent to headquarters? THROUGH EUTAC (3) Are harmonious relations established and maintained with the media by the PAO? (4) Are strategic goals emphasized at PAO/TMC activities?	Yes Yes Yes Yes CORRECTED	No No
OUR LOCAL PRESS RELEASES. WE DO NOT UT "FILL IN THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? OFFICER (a) Are significant items sent to headquarters? THROUGH ENTAC (3) Are harmonious relations established and maintained with the media by the PAO? (4) Are strategic goals emphasized at PAO/TMC activities? 4. SCHOOLS EVALUATED ARCTION REQUIRED WONE	Yes Yes Yes Yes Yes CORRECTED	No No No A
OUR LOCAL PRESS RELEASES. WE DO NOT UT "FILL IN THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? OFFICER (a) Are significant items sent to headquarters? THROUGH EWAC (3) Are harmonious relations established and maintained with the media by the PAO? (4) Are strategic goals emphasized at PAO/TMC activities? 4. SCHOOLS a. Has the commander identified problems that should be resolved through the public affairs program?	Yes Yes Yes Yes Yes Yes Yes Yes	No No No
OUR LOCAL PRESS RELEASES. WE DO NOT UT "FILL IV THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? OFFICER (a) Are significant items sent to headquarters? THROUGH ENTAC (3) Are harmonious relations established and maintained with the media by the PAO? (4) Are strategic goals emphasized at PAO/TMC activities? 4. SCHOOLS a. Has the commander identified problems that should be resolved through the public affairs program? (1) Who supervises the program? COMMANDER	Yes Yes Yes Yes Yes CORRECTED Yes Yes	No
OUR LOCAL PRESS RELEASES. WE DO NOT UT "FILL III THE BLANKS" PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? OFFICER (a) Are significant items sent to headquarters? THROUGH EUVAC (3) Are harmonious relations established and maintained with the media by the PAO? (4) Are strategic goals emphasized at PAO/TMC activities? 4. SCHOOLS a. Has the commander identified problems that should be resolved through the public affairs program? (1) Who supervises the program? Commander (2) Is preplanning evident in the school program?	Yes Yes Yes Yes Yes CORRECTED Yes Yes Yes	No
OUR LOCAL PRESS RELEASES. WE DO NOT UT FILL IN THE BLANKS PRESS RELEASES. (1) Is there follow-up to ensure releases are received in a timely manner, and meet the needs of the media? (2) Who is responsible to monitor the media for items concerning the Department? OFFICER (a) Are significant items sent to headquarters? THROUGH EVAC (3) Are harmonious relations established and maintained with the media by the PAO? (4) Are strategic goals emphasized at PAO/TMC activities? 4. SCHOOLS a. Has the commander identified problems that should be resolved through the public affairs program? (1) Who supervises the program? (2) Is preplanning evident in the school program? (3) Is the program designed and directed toward the solution of specific problems?	Yes	No

AREA MANAGEMENT EVALUATION

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(6) Does the program follow departmental priorities?	∑Yes	☐ No
(7) Are all grade levels included?	Yes	☐ No
(8) How is the success of the program measured? THE NUMBER OF PRO	GRAM.	5
AND/OR PRESENTATIONS GIVEN		
(9) Is it successful?	Yes	☐ No
(10) Are activities coordinated in conjunction with Division recruitment efforts?	Yes	□ No
5. PUBLIC AFFAIRS PROGRAM EVALUATED 2/33 CACTION REQUIRED NON TE	CORRECTED	IA
a. Has the commander identified problems that should be resolved through the Public Affairs Program?	X Yes	☐ No
(1) Does the Public Affairs Program reach all appropriate groups within the community?	Yes	☐ No
(2) Are ethnic groups' problems considered?	XYes	☐ No
(3) Are bilingual officers utilized? BILINGUAL CHILD SAFETY SEAT EVE	Yes	□ No
(4) Is the current Strategic Plan emphasized when and where appropriate?	X Yes	☐ No
b. Does the commander keep the PAO fully briefed on current situations which may be newsworthy?	XYes	☐ No
(1) Does the PAO report directly to the commander on public affairs matters?	XYes	□No
(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?	Yes	□ No
(3) Does the PAO review the Strategic Plan quarterly?	Yes	☐ No
(4) What action does the commander initiate when the goals of the Strategic Plan are not adequately address	sed? Da	ZECTS_
THE PUBLIC AFFAIRS OFFICER TO EMPHASIZE	STRAI	EST
PLAN ITEMS IN TRAFFIL SAFETY PRESENTATIONS.	AND RE	SEASO
(5) Is the PAO addressing issues assigned to him/her in a timely manner?	Yes	□ No
c. Is the commander involved in public contacts?	Yes	☐ No
(1) Is membership maintained in a service club, safety council, etc.? INFAUT DEATH	Yes	□ No
(2) Does the commander accept regular speaking engagements, or are these delegated to subordinates?	THE	
FUBILL AFFAIRS OFFICER HANDLES THE MAJORIT	Y OF	SPEAKI
ENGAGEMENTS. COMMANDER SPEAKS WHEN I	APPROPR	MIE
(a) If experience is lacking, is the commander doing anything to correct this?	☐ Yes	□No
(3) Are supervisors involved in the community? CACHTUS AT LOCAL HIGH SOL	Yes	☐ No
(a) Do they make public appearances?	Yes	☐ No
(b) Is training provided for those who lack experience?	Yes	☐ No
(4) Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	Yes	□No
(a) Are action steps being addressed in a timely manner?	Yes	☐ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

		(in the stay of t		
d	. Are	all employees encouraged to understand and participate in public affairs programs?	X Yes	☐ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	Yes	☐ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	X Yes	☐ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

AREA

DIVISION

Mariposa

EVALUATED BY

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

B. Duncan, CHP Sgt. #10709

iorni can	pe combiered in being	r perion, and the Supplement can	De Handwillen il des	irea.		
TYPE OF EVAL		rmal Evaluation	SUSPENSE DATE 06/30/2008	MATERIAL STATE OF THE STATE OF		
FOLLOW-UP R		Correction Report	COMMANDER'S REVIEW		DATE	
		[_] Correction Report	() (-	han		
Yes	☑ No	BY	D. Price, CHP Lt. #962	Y	06/19/2008	***
1. COMM	UNITY OPINION		EVALUATED X	ACTION REQUIRED	CORRECTED	
a. Hov	v does the community as	a whole feel about the Department		oort and interaction throu	aghout the ma	iny levels
(ba	sed upon conversing wit	h motorist, at Civic Functions, and l	istening to conversation	s in public places).		
(1)	Do all sectors of the cor	mmunity have the same opinion?	***************************************		☑ Yes	□ No
b. Has	good rapport been esta	blished with leaders within the comn	nunity?		☑ Yes	□ No
c. Do	people believe the Depa	rtment represents their best interests	9?		☑ Yes	☐ No
d. Doe	es the Department have t	he reputation of impartially enforcing	g laws?		☑ Yes	☐ No
e. Do	people in the community	feel the Department is doing a good	i job?		☑ Yes	☐ No
f. Hov	v does the reputation of t	he Department compare with other	agencies in the area?	The public v	views the Dep	oartment as
bei	ng more professional, be	tter trained, and more stable law ent	forcement agency in the	area.		
2. THE OF	FICER AND PUBLIC C	ONTACTS	EVALUATED X	ACTION REQUIRED	CORRECTED	
a. Wha	at procedures have been	established to handle positive and/	or negative comments b	y pleased/displeased m	otorists?	The Area
foll	ows policy set forth in H	IPM 10.4 for complaints. Checks 1-	-800-TELL-CHP bimon	thly. Notes positive on	100 /112 For	ms.
(1)	What is the ratio of com	pliments to complaints? approxin	nately 50 to 1 (5 Compl	aints for 2007)		
(2)	Does it appear officers a	are making successful public contac	ts?		☑ Yes	□No
(3)	Is recognition given to the	ne complimented officers?			☑ Yes	☐ No
	(a) How? Noted on 10	00 Forms; commendable Form 2s; a	nd/or verbally noted du	ring shift briefing(s) by	supervisors/c	ommander.
(4)	Has an effort been made	e to determine why some officers ar	e more successful at po	sitive public contacts?	☑ Yes	□No
(5)	Are officers with pattern	s of complaints provided with correc	tive training and direction	on?	☑ Yes	□ No
b. Bas	ed on information from th	ne public appearing at the Area offic	e to clear citations, wha	t is the general opinion	of Area officer	rs?
The	officers are very fair in	the application of the law and are d	oing a good job overall	The public is surprised	d at how num	erous the
CH	P appear in this rural are	a.				
(1)	What is the opinion of th	e public appearing at court regardin	g Area officers?	Based upon obse	erving court o	n five
	occasions with multiple	CHP cases, the majority of the pub	lic feels that they were	treated fairly. In many	of the cases, t	he public i
	not contesting the citation	on, but requesting the court for exte	nded payment times and	d/or traffic school.		

CHP 453H (Rev. 5-06) OPI 009

NUMBER

455

DATE

06/18/2008

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

		(2)	What, if any, other methods are utilized to determine public	opinion of Area officers?	? The con	mmander, sup	ervisors,
			and/or PAO attend public meetings, local civic organization	ns meetings, participate	in local events, and live	e in the area.	
3.	N	EWS	SMEDIA	EVALUATED X	ACTION REQUIRED	CORRECTED	
	a.	Hav	ve guidelines been established to foster harmonious relations	with the new media?		☑ Yes	□No
		(1)	Does the media treat the Department favorably?			☐ Yes	☑ No
		(2)	Are media representatives satisfied with their relationship w	ith the Department?		☑ Yes	□ No
			(a) Has good rapport been established between Area pers	onnel and the media?		☑ Yes	□ No
		(3)	Have personnel emphasized the Strategic Plan goals when	possible and applicable	?	☑ Yes	□ No
210Hz	b.	Hav	ve procedures been established for the routine dissemination	of accident/incident info	ormation?	☑ Yes	□No
		(1)	Is "Code 20" or a similar device used for more spectacular i	ncidents?		☑ Yes	□ No
			(a) How are other kinds of news information disseminated	to the media?	Via telephone conve	rsation(s), fax	ing news
			release report briefs, e-mail, and/or in-person delivery	of information.			
	Ċ.	Are	there specially prepared and coordinated programs to handle	e specific traffic problem	ns?	☑ Yes	☐ No
		(1)	Are multi-lingual programs emphasized?			☑ Yes	☐ No
		(2)	Are public affairs press releases distributed to the public in	a timely manner?		☑ Yes	☐ No
		(3)	Is there adequate media involvement at local Area events?			☑ Yes	☐ No
5/11/11	d.	Hov	v are releases produced by headquarters distributed?	Via faxing and/or delive	ring the printed inform	nation in perso	n.
		(1)	Is there follow-up to ensure releases are received in a timely	y manner, and meet the	needs of the media?	☑ Yes	□ No
		(2)	Who is responsible to monitor the media for items concerning	ng the Department?	The PAO has th	ne primary fun	ction, The
			Commander monitors the media regularly. All Area emplo	yees also monitor the m	nedia through their dail	y functions.	
			(a) Are significant items sent to headquarters?			☑ Yes	☐ No
		(3)	Are harmonious relations established and maintained with the	ne media by the PAO?	Vice and the Wix	☑ Yes	☐ No
		(4)	Are strategic goals emphasized at PAO/TMC activities?			☑ Yes	□ No
4.	sc	CHO	DLS	EVALUATED X	ACTION REQUIRED	CORRECTED	
	a.	Has	the commander identified problems that should be resolved	through the public affai	rs program?	√ Yes	∏ No
		(1)	Who supervises the program?		- 1300 0000 0000 000	☑ Yes	[] No
		(2)	Is preplanning evident in the school program?			☑ Yes	☐ No
		(3)	Is the program designed and directed toward the solution of	specific problems?		☑ Yes	☐ No
		(4)	Are activities discussed and planned with school administra	tors?	VIII-55 (III-7-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-	☑ Yes	□No
***		(5)	Has the program been approved by the commander?		- Control of the Cont	☑ Yes	☐ No
		rvittin was				AFONDALIS AND AND THE PARTY.	

AREA MANAGEMENT EVALUATION PUBLIC REACTION

	(6) Does the program follow departmental priorities?			☑ Yes	□ No
	(7) Are all grade levels included?			☑ Yes	☐ No
	(8) How is the success of the program measured? Office	er(s) at the training rece	ive feedback from the	involved stude	ents and
	teacher(s). The Area's best program is SIDNE (Simulated I	mpaired DriviNg Exper	ience) vehicle and per	sonnel.	
	(9) Is it successful?			☑ Yes	□ No
	(10) Are activities coordinated in conjunction with Division recru	litment efforts?		☑ Yes	☐ No
5. PL	PUBLIC AFFAIRS PROGRAM	EVALUATED X	ACTION REQUIRED	CORRECTED	
a.	Has the commander identified problems that should be resolved	through the Public Affa	irs Program?	☑ Yes	☐ No
7	(1) Does the Public Affairs Program reach all appropriate group	s within the community	?	☑ Yes	□ No
\/ 	(2) Are ethnic groups' problems considered?		311100	✓ Yes	□ No
i	(3) Are bilingual officers utilized?			☑ Yes	☐ No
ſ	(4) Is the current Strategic Plan emphasized when and where a	ppropriate?		☑ Yes	□No
b.	Does the commander keep the PAO fully briefed on current situa	ations which may be nev	wsworthy?	✓ Yes	☐ No
((1) Does the PAO report directly to the commander on public at	fairs matters?		☑ Yes	☐ No
((2) Does the PAO concentrate most of his/her efforts toward str	ategic goals other depa	rtmental concerns?	☑ Yes	☐ No
((3) Does the PAO review the Strategic Plan quarterly?			☑ Yes	☐ No
((4) What action does the commander initiate when the goals of	the Strategic Plan are r	not adequately addres	sed?	
	The commander discusses the shortcomings with the involv	ed employees, so it doe	s not occur again.		
			- 1000111111111111111111111111111111111		
((5) Is the PAO addressing issues assigned to him/her in a timel	y manner?		✓ Yes	☐ No
		y manner?		√ Yes √ Yes	□ No
c. 1					
c. I	Is the commander involved in public contacts?	etc.?	ed to subordinates?	☑ Yes	□ No
c. I	Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council,	etc.? s, or are these delegate		✓ Yes ✓ Yes	No No
c. I	Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council, (2) Does the commander accept regular speaking engagement	etc.? s, or are these delegate		✓ Yes ✓ Yes	□ No □ No
c. I	Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council, (2) Does the commander accept regular speaking engagement commander, the supervisors, and the officers all accept regular speaking.	etc.? s, or are these delegate lar speaking engageme		✓ Yes ✓ Yes	□ No □ No
c. I	Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council, (2) Does the commander accept regular speaking engagement commander, the supervisors, and the officers all accept regular engagement.	etc.? s, or are these delegate lar speaking engageme		✓ Yes ✓ Yes The expertise re	□ No □ No ne equested for
c. I	Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council, (2) Does the commander accept regular speaking engagement commander, the supervisors, and the officers all accept regular engagement. (a) If experience is lacking, is the commander doing anythic	etc.? s, or are these delegate lar speaking engageme		✓ Yes ✓ Yes The expertise re	No No No ne equested for No
c. I	Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council, (2) Does the commander accept regular speaking engagement commander, the supervisors, and the officers all accept regular engagement. (a) If experience is lacking, is the commander doing anythic and the supervisors involved in the community?	etc.? s, or are these delegate lar speaking engageme		✓ Yes ✓ Yes The expertise re ✓ Yes ✓ Yes	No No No ne equested for No
c. I	Is the commander involved in public contacts? (1) Is membership maintained in a service club, safety council, (2) Does the commander accept regular speaking engagement commander, the supervisors, and the officers all accept regular engagement. (a) If experience is lacking, is the commander doing anythic and the supervisors involved in the community? (a) Do they make public appearances?	etc.? s, or are these delegate nlar speaking engageme ng to correct this?	nts, depending upon t	✓ Yes ✓ Yes The expertise re ✓ Yes ✓ Yes ✓ Yes ✓ Yes	No No No No No No No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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d.	Are	all employees encouraged to understand and participate in public affairs programs?	☑ Yes	□ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	[☑] Yes	□ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	□ No

3.a.(1) Per the Area's senior officers, in the distant past, the editor/owner of the local newspaper was taken to task by the Department for expensive vehicle(s) that were registered in violation of California Residence, Foreign Registration (CRFR) requirements and law. The editor/owner has never forgiven the Department for his convictions and this attitude is mirrored in the newspaper's staff at times. Another employee's husband was arrested for DUI. The local newspaper is partial against the CHP. There is no area specific radio station.

- 3.c.(1) English is the predominant language of the area. Although the PAO is bilingual (Spanish).
- 4. a. (1) The Special Events Supervisor current collateral duty assigned to Sergeant Duncan.
- 5. PUBLIC AFFAIR PROGRAMS: Mariposa County Events with CHP participation -

Velo Promo Bicycle Rides - (April & June)

Civil War Reenactment at Long's Ranch - (May)

American Cancer Society - Relay for Life - (May)

Mariposa Butterfly Parade & Festival - (May)

Veterans of Foreign War Memorial Day Parade and Service - (May)

Catheys Valley Western Fair & Parade - (May)

SIDNE [Simulated Impaired DriviNg Experience] - (throughout school year, especially towards graduation)

Sierra Memorial Run - sponsored by Sierra Shadow Casters Motorcycle Club - (June)

Annual Buckin' Bash Rodeo at Mariposa County Fairgrounds - (June)

Mariposa County Pioneer Wagon Train - (June)

High School "Sober Graduation" Night - (June)

Tradition Rally - Motorcycle Group at Mariposa County Fairgrounds - (July)

Mariposa County Fair & Homecoming - (August and/or September)

Mariposa Labor Day Parade - (August and/or September)

Mariposa Schools "Walk to School Day" - (October)

Mariposa County Airport Fly-in & Display - (October)

Halloween Carnival & Safe "Trick or Treat" Night - (October)

Mariposa Merry Mountain Christmas Parade & Festival - (December)

Boot Jack Christmas Carol & Hay Wagon Ride - (December)

Mariposa Historical Christmas Tree Lighting Festival - (December)

Mariposa County Sheriff's Office's "Shop with a Cop" Program - (December)

And miscellaneous Presentation and Public Events: Job Fair, Safety Fair, Winter Driving Presentation, Child Safety Seat, etc..

Plus Meetings: Mariposa County Supervisors, Rotary - Mariposa, Lions Club - Mariposa, Chamber of Commerce - Mariposa, Mariposa

Business Mixer, etc..

AREA MANAGEMENT EVALUATION PUBLIC REACTION

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AREA	DIVISION	NUMBER		
Oakhurst	Central	456 Chapter 8		
EVALUATED BY		DATE		
Officer R. Hagen, ID #16393		05/31/2008		

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE	SUSPENSE DATE			
☐ Formal Evaluation ✓ Int	formal Evaluation	06/20/2008				
FOLLOW-UP REQUIRED Yes V No	Correction Report	COMMANDER'S REVIEW SANTRA A	danes	6/01/C	08	
1. COMMUNITY OPINION		EVALUATED 05/28 and 05/29/2008	ACTION REQUIRED N/A	CORRECTED		
a. How does the community	as a whole feel about the Depa	rtment? Feedback was p	ositive, with specific co	ompliments re	egarding	
increase of in-view patrol	and community outreach effor	ts being made by all personnel,	not just administration	or PAO.		
(1) Do all sectors of the c	ommunity have the same opinion	on?		☑ Yes	☐ No	
b. Has good rapport been es	tablished with leaders within the	e community?		☑ Yes	☐ No	
c. Do people believe the Dep	c. Do people believe the Department represents their best interests?				☐ No	
d. Does the Department have the reputation of impartially enforcing laws?				☑ Yes	☐ No	
e. Do people in the communi	ty feel the Department is doing	a good job?		☑ Yes	☐ No	
f. How does the reputation o	f the Department compare with	other agencies in the area?	Our reputati	ion with the p	ublic is	
comparable to, if not bette	er than, that of our only Allied	Law Enforcement agency, Mad	era County Sheriff's D	epartment.		
2. THE OFFICER AND PUBLIC	CONTACTS	evaluated 05/28 and 05/29/2008	ACTION REQUIRED N/A	CORRECTED		
a. What procedures have bee	en established to handle positiv	re and/or negative comments by	y pleased/displeased m	notorists?	Negative	
feedback is addressed as a	appropriate with progressive dis	scipline; positive feedback is do	ocumented on forms Cl	HP 2 or 100.		
(1) What is the ratio of co	mpliments to complaints? 8	to 1, in favor of complaints.				
(2) Does it appear officers	s are making successful public	contacts?		☑ Yes	☐ No	
(3) Is recognition given to	the complimented officers?			☑ Yes	☐ No	
(a) How? Public pra	ise during training or briefing,	as well as documentation on fo	orms CHP2 and CHP10	00.		
(4) Has an effort been ma	de to determine why some offic	cers are more successful at pos	sitive public contacts?	☑ Yes	☐ No	
(5) Are officers with patter	ns of complaints provided with	corrective training and directio	n?	√ Yes	☐ No	
b. Based on information from	the public appearing at the Are	ea office to clear citations, what	is the general opinion	of Area office	rs?	
The general opinion reflec	ets fairness on the part of the O	fficers and legitimacy of the ne	ecessity of the contact.	Those expres	sing	
negativity focus on the inc	convenience of the citation, pas	et practices, etc., not treatment	received from personne	el.		
(1) What is the opinion of	the public appearing at court re	egarding Area officers?	Again, those exp	oressing nega	tivity focus	
on inconvenience and	expense of citations, not poor	public relations. Issues raised	at trial are normally ce	ntered around	l the	
defendant's belief a cit	tation was issued in error, rathe	er than Officer misconduct.				

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AREA MANAGEMENT EVALUATION

PUBLIC REACTION

(2	(2) What, if any, other methods are utilized to determine public opinion of Area officers? For ins			spection, proactive	
	contact was made with community leaders/allied agencies	s; daily, management acti	vely seeks feedback at	all opportuniti	es.
3. NEV	VS MEDIA	05/29/2008	ACTION REQUIRED N/A	CORRECTED	
a.	lave guidelines been established to foster harmonious relation	ns with the new media?		✓ Yes	☐ No
(*) Does the media treat the Department favorably?	(1)		☑ Yes	☐ No
(2	2) Are media representatives satisfied with their relationship	with the Department?		√ Yes	☐ No
	(a) Has good rapport been established between Area pe	rsonnel and the media?		√ Yes	☐ No
(3	Have personnel emphasized the Strategic Plan goals whe	n possible and applicable	e?	√ Yes	☐ No
b. H	ave procedures been established for the routine dissemination	on of accident/incident inf	ormation?	☑ Yes	☐ No
(1) Is "Code 20" or a similar device used for more spectacular	r incidents?		☑ Yes	☐ No
	(a) How are other kinds of news information disseminate	d to the media?	Frequently, local mo	edia responds t	o inciden
	they hear via scanner, and are welcomed. In addition	, a form CHP 288 is diss	eminated when approp	riate.	
c. A	re there specially prepared and coordinated programs to han-	dle specific traffic probler	ns?	√ Yes	☐ No
(1) Are multi-lingual programs emphasized?			Yes	☑ No
(2) Are public affairs press releases distributed to the public ir	a timely manner?		☑ Yes	☐ No
(3) Is there adequate media involvement at local Area events	?		√ Yes	☐ No
d. H	ow are releases produced by headquarters distributed?	The Public Affairs Offi	cer (PAO) distributes a	ppropriate pres	ss release
ir	nformation to the local newspaper as directed or deemed nece	essary for the sake of pub	olic safety and education	on.	
(1) Is there follow-up to ensure releases are received in a time	ely manner, and meet the	e needs of the media?	✓ Yes	☐ No
(2) Who is responsible to monitor the media for items concern	ning the Department?	PAO Dennis F	laherty, under t	he direct
-	supervision of the Area Commander.				
	(a) Are significant items sent to headquarters?			√ Yes	☐ No
(3)	Are harmonious relations established and maintained with	the media by the PAO?		☑ Yes	☐ No
(4)	Are strategic goals emphasized at PAO/TMC activities?	193735	300 000	√ Yes	☐ No
. SCH	ools	evaluated 05/28 to 05/30/2008	ACTION REQUIRED N/A	CORRECTED	
a. Ha	as the commander identified problems that should be resolve	ed through the public affa	irs program?	√ Yes	☐ No
(1)	Who supervises the program?			Yes	☐ No
(2)	Is preplanning evident in the school program?	4.18	2)	☑ Yes	☐ No
(3)	Is the program designed and directed toward the solution	of specific problems?		☑ Yes	☐ No
(4)		rators?	3.14	☑ Yes	☐ No
(5)	Has the program been approved by the commander?		· · · · · · · · · · · · · · · · · · ·	☑ Yes	☐ No
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AREA MANAGEMENT EVALUATION PUBLIC REACTION

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OTT	1001	1 (1.61: 0.00) 01 1 000				
	(6)	Does the program follow departmental priorities?			☑ Yes	☐ No
	(7)	Are all grade levels included?			√ Yes	☐ No
	(8)	How is the success of the program measured? Feedback	from school officia	s and students is soug	ht, and statis	tical data
		regarding collisions involving school-aged drivers is reviewed.				
	(9)	Is it successful?		0.100	☑ Yes	☐ No
	(10	Are activities coordinated in conjunction with Division recruitmen	nt efforts?		☐ Yes	☑ No
5.	PUB	I IC AFFAIRS DROGRAM	JATED 8/2008	ACTION REQUIRED N/A	CORRECTED	AV TO THE STATE OF
a	. На	s the commander identified problems that should be resolved throu	igh the Public Affai	s Program?	☑ Yes	☐ No
	(1)	Does the Public Affairs Program reach all appropriate groups with	nin the community?		☑ Yes	☐ No
	(2)	Are ethnic groups' problems considered?			√ Yes	☐ No
	(3)	Are bilingual officers utilized?			☐ Yes	☑ No
W-100	(4)	Is the current Strategic Plan emphasized when and where approp	oriate?		☑ Yes	□ No
b	. Do	es the commander keep the PAO fully briefed on current situations	which may be new	sworthy?	☑ Yes	☐ No
	(1)	Does the PAO report directly to the commander on public affairs	matters?		√ Yes	☐ No
	(2)	Does the PAO concentrate most of his/her efforts toward strategic	c goals other depar	tmental concerns?	☑ Yes	☐ No
	(3)	Does the PAO review the Strategic Plan quarterly?			☑ Yes	☐ No
	(4)	What action does the commander initiate when the goals of the S	trategic Plan are no	ot adequately address	ed? T	his has yet to
		be a problem with either the current or any previous PAO.				
	(5)	Is the PAO addressing issues assigned to him/her in a timely man	nner?		√ Yes	☐ No
C.	ls t	ne commander involved in public contacts?			√ Yes	☐ No
	(1)	Is membership maintained in a service club, safety council, etc.?			√ Yes	☐ No
	(2)	Does the commander accept regular speaking engagements, or a	are these delegated	to subordinates?	T	hroughout
		this project, the Area Commander's community involvement and	accessibility were	epeatedly praised. Sp	pecifically m	entioned wer
		the Commander's willingness to accept speaking engagements an	d attend communit	y events, even in off h	ours.	
		(a) If experience is lacking, is the commander doing anything to	correct this?		☐ Yes	☐ No
	(3)	Are supervisors involved in the community?	10.9		√ Yes	☐ No
		(a) Do they make public appearances?			√ Yes	☐ No
		(b) Is training provided for those who lack experience?		11102	☑ Yes	☐ No
	(4)	Are all supervisors aware of strategic goals and the approach the taken towards them?	public affairs progr	am has	√ Yes	☐ No
		(a) Are action steps being addressed in a timely manner?	- 4 1 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	· · · · · · · · · · · · · · · · · · ·	☑ Yes	□ No
		· · · · · · · · · · · · · · · · · · ·				

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

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· · · · ·	(1001) (1101) 0 00) 01 1 000		
d.	Are all employees encouraged to understand and participate in public affairs programs?	☑ Yes	☐ No
	(1) Are employees given appropriate recognition for their involvement in community activities which enhant the image of the Department?	ce ☑ Yes	☐ No
	(2) Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	n ☑ Yes	☐ No

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STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
PUBLIC REACTION
CHP 453H (Rev. 5-06) OPI 009

MAER) DIVISION	THIMSER.
Merced	Central	
EVALUATED BY		DATE
Officer Shane I	erriera	10/01/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		LUATION al Evaluation	✓ Informal Evaluation	SUSPENSE DATE		
	Yes	REQUIREO	☐ Correction Report	COMMANDER'S REVIEW	DATE	ه اوی
1. C	OMM	IUNITY OPINIO	N	Yes (No	COPRECTE	O .
а	Ho	w does the com	munity as a whole feel about the Depa	riment? The community has a very positive attitude t	oward the C	HP.
	(1)	Do all sectors	of the community have the same opinion	on?	✓ Yes	□No
b.	Has	good rapport b	een established with leaders within the	e community?	✓ Yes	□No
c.	Do	people believe t	he Department represents their best in	sterests?	✓ Yes	□No
d.	Doe	es the Departme	ent have the reputation of impartially en	forcing laws?	✓ Yes	□No
e.	Do	people in the co	mmunity feel the Department is doing	a good job?	✓ Yes	□No
f.	Hov	v does the reput	tation of the Department compare with	other agencies in the area? The Department has an	outstanding	overall
	repu	utation and the (CHP is viewed as one of the top agenc	ies in the county		
2. TI	tE OF	FICER AND P	UBLIC CONTACTS	Yes No	CORRECTE	9
a.	Wha	at procedures ha	ave been established to handle positive	e and/or negative comments by pleased/displeased m	notorists? T	he commen
	may	result in Como	rendable or Censurable CHP Form 2, o	r on the officer's CHP 100 Form. Complaints are hand	lled by supe	rvisors
(1						
) Wh			asured. Management is confident the positive clearly		the negativ
	_	at is the ratio of				the negativ
	(2)	at is the ratio of Does it appear	compliments to complaints? Not me		y out weigh	
	(2)	at is the ratio of Does it appear Is recognition g	compliments to complaints? Not me officers are making successful public of the complete of the	contacts?	y out weigh Ves	□ No
	(2)	at is the ratio of Does it appear Is recognition g (a) How? The	compliments to complaints? Not me officers are making successful public of iven to the complimented officers? ey will be reflected on a CHP Form 2 of the complimented of the complex of	contacts?	y out weigh Ves	□ No
	(2) (3) (4)	at is the ratio of Does it appear Is recognition g (a) How? The Has an effort be	compliments to complaints? Not me officers are making successful public of iven to the complimented officers? ey will be reflected on a CHP Form 2 of the complimented of the complex of	or on the officer's CHP 100 Form. ers are more successful at positive public contacts?	y out weigh ☑ Yes ☑ Yes	□ No
b.	(2) (3) (4) (5)	at is the ratio of Does it appear Is recognition g (a) How? The Has an effort be Are officers with	officers are making successful public officers are making successful public of iven to the complimented officers? ey will be reflected on a CHP Form 2 of the made to determine why some officers apatterns of complaints provided with officers.	or on the officer's CHP 100 Form. ers are more successful at positive public contacts?	y out weigh Yes Yes Yes Yes	□ No □ No □ No □ No
b.	(2) (3) (4) (5)	at is the ratio of Does it appear Is recognition given the Are officers with a don information of the Are of t	officers are making successful public officers are making successful public of iven to the complimented officers? ey will be reflected on a CHP Form 2 of the made to determine why some officers patterns of complaints provided with on from the public appearing at the Area	or on the officer's CHP 100 Form. ers are more successful at positive public contacts? corrective training and direction?	y out weigh Yes Yes Yes Yes	□ No □ No □ No □ No
b,	(2) (3) (4) (5) Base	at is the ratio of Does it appear Is recognition given (a) How? The Has an effort be Are officers with ed on information back was posite	officers are making successful public officers are making successful public of iven to the complimented officers? ey will be reflected on a CHP Form 2 of the made to determine why some officers patterns of complaints provided with on from the public appearing at the Area over and complimentary. The citizens references are made complimentary.	contacts? or on the officer's CHP 100 Form. ers are more successful at positive public contacts? corrective training and direction? a office to clear citations, what is the general opinion of	y out weigh ☑ Yes ☑ Yes ☑ Yes ☑ Yes ☑ Yes ☑ Yes of Area offic	□ No □ No □ No □ No □ rers? The



AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(2) What, if any, other methods are utilized to determine pub	olic opinion of Area o	fficers? The Area supervisors	routinely at	tend court to
	Ω	oserve the officer's testimony and determine whether or no	t there are issues reg	arding the public opinion of A	rea officers	
3.	NEW	S MEDIA	Yes Yes	ACTION REQUIRED	CORRECTED	
а	. На	ave guidelines been established to foster harmonious relation	ons with the new me	dia?	✓ Yes	□No
	(1	Does the media treat the Department favorably?			✓ Yes	□No
	(2	Are media representatives satisfied with their relationship	with the Departmen	t?	✓ Yes	□No
		(a) Has good rapport been established between Area pe	ersonnel and the med	dia?	✓ Yes	□No
	(3)	Have personnel emphasized the Strategic Plan goals wh	en possible and app	icable?	✓ Yes	□No
b	Ha	ive procedures been established for the routine disseminat	ion of accident/incide	ent information?	✓ Yes	□No
	(1)	Is "Code 20" or a similar device used for more spectacula	ar incidents?		✓ Yes	□No
	(a) How are other kinds of news information disseminated to the media? The Area Public Information Office					ntact
	members of the media personally and send a press release to the Traffic Management Center (TMC) in Fre					
c.	Are	there specially prepared and coordinated programs to had	ndle specific traffic pr	oblems?	✓ Yes	□No
	(1)	Are multi-lingual programs emphasized?			✓ Yes	□No
	(2)	Are public affairs press releases distributed to the public	in a timely manner?		✓ Yes	□ No
	(3)	Is there adequate media involvement at local Area events	5?		✓ Yes	□No
d,	Но	w are releases produced by headquarters distributed? Th	e releases are immed	liately disseminated to membe	ers of the m	edia and to
	Δr	ca local Public Information Officer				
	(1)	Is there follow-up to ensure releases are received in a time	ely manner, and me	et the needs of the media?	✓ Yes	□No
	(2)	Who is responsible to monitor the media for items concern	ning the Department	? The Area Public Information	n Officer.	
		(a) Are significant items sent to headquarters?			✓ Yes	□No
	(3)	Are harmonious relations established and maintained with	n the media by the Pa	40?	✓ Yes	□No
	(4)	Are strategic goals emphasized at PAO/TMC activities?				□No
l. S	СНО	ols	YES YES	ACTION REQUIRED	CORRECTED	
a.	Has	the commander identified problems that should be resolve	ed through the public	affairs program?	✓ Yes	□No
	(1)	Who supervises the program? THE COMMANDER.	CIEUTEN AUT	TAND STREETS.	✓ Yes	□ No
		Is preplanning evident in the school program?	- Hill	,	✓ Yes	□No
	(3)	Is the program designed and directed toward the solution	of specific problems	?	✓ Yes	□No
	(4)	Are activities discussed and planned with school administr	rators?		∀es	□No
	(5)	Has the program been approved by the commander?			✓ Yes	□No

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

	(€) Does the program follow departmental priorities?	Yes	□No	
	(7) Are all grade levels included?	✓ Yes	□No	
	8)) How is the success of the program measured? The school administrators and teachers are encouraged to gi	ve the Pub	lic	
		Information Officer positive and negative feedback following presentations.			
	(9) Is it successful?	✓ Yes	□ No	
	(1	0) Are activities coordinated in conjunction with Division recruitment efforts?	✓ Yes	□No	
5.	PUE	ELIC AFFAIRS PROGRAM EVALUATED ACTION REQUIRED NO	CORRECTER		
	a H	as the commander identified problems that should be resolved through the Public Affairs Program?	☑ Yes	□No	
	(1	Does the Public Affairs Program reach all appropriate groups within the community?	✓ Yes	□No	
	(2	Are ethnic groups' problems considered?	✓ Yes	□No	
	(3	Are bilingual officers utilized?		□No	
	(4)	Is the current Strategic Plan emphasized when and where appropriate?	Yes	□No	
	b. Do	es the commander keep the PAO fully briefed on current situations which may be newsworthy?	✓ Yes	□No	
	(1)	Does the PAO report directly to the commander on public affairs matters?	✓ Yes	□No	
	(2)	(2) Does the PAO concentrate most of his/her efforts toward strategic goals other departmental concerns?			
	(3)	Does the PAO review the Strategic Plan quarterly?	✓ Yes	□No	
	(4)	What action does the commander initiate when the goals of the Strategic Plan are not adequately addressed	? The con	nmander	
		instructs the Public Information Officer to increase presentations and contact local media outlets regarding to	hose Strat	egic Plan	
		goals that require additional attention.			
	(5)	Is the PAO addressing issues assigned to him/her in a timely manner?	✓ Yes	□No	
(. Ist	he commander involved in public contacts?	✓ Yes	□ No	
	(1)	Is membership maintained in a service club, safety council, etc.?	✓ Yes	□No	
	(2)	Does the commander accept regular speaking engagements, or are these delegated to subordinates? The or	commande	r both	
		accepts regular speaking engagements and delegates them to other supervisors or the Public Information Of	Ticer.		
		(a) If experience is lacking, is the commander doing anything to correct this?	✓ Yes	□No	
	(3)	Are supervisors involved in the community?	✓ Yes	□No	
		(a) Do they make public appearances?	✓ Yes	□No	
		(b) Is training provided for those who lack experience?	✓ Yes	□No	
	(4)	Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?		□No	
		(a) Are action steps being addressed in a timely manner?	✓ Yes	□No	

STATE OF CAUFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	✓ Yes	□No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	✓ Yes	□No

Memorandum

Date:

October 1, 2008

To:

Merced Area

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Merced Area

File No.:

460.14802

Subject:

CHAPTER 8 - PUBLIC REACTION

On October 01, 2008, an Area Management Evaluation was completed at the Merced Area which focused on the Area's Public Reaction / Public Affairs program. After the informal evaluation was completed, it was determined no corrective action was required.

Merced Area will continue to implement educational programs to address Strategic Plan goals. The Public Information Officer will continue to instruct Start Smart, Older Drivers, and Right Turn programs, as well as facilitate Every 15 Minutes programs in local high schools. The Area commander will continue to attend County Board of Supervisors and local Municipal Advisory Committee meetings to maintain a good rapport with members of the community. Merced Area has also recently designated a county road officer. This officer will handle traffic complaints in rural areas and emphasize traffic safety in school zone areas.

S. FERRIERA, Officer

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STATE OF CALIFORNIA	L	/-/	X
DEPARTICANT OF CALIFORNIA HIGHWAY PAT	ROL		
AREA MANAGEMENT EVA	ALUA	MOITA	1
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CHP 453H (Rev. 5 06) OPI 009

AREA 205 BANOS 46,	DIVISION CENTRAL	NUMBER CH. 8
OFFICER M	PANECCI	DATE 10/29/08

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	SUSPENSE DATE	
Formal Evaluation Informal Evaluation	12/3.108	
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW	DATE
	THE ATT	1.6/-
Yes Le No BY	WEST	10/3./08
1. COMMUNITY OPINION	evaluated Action Required	CORRECTED
a. How does the community as a whole feel about the Department?	COMPUNITY IS VERY SUF	PERITIVE
(1) Do all sectors of the community have the same opinion?		☑ Yes ☐ No
b. Has good rapport been established with leaders within the commi	unity?	✓ Yes No
c. Do people believe the Department represents their best interests?	?	∑ Yes □ No
d. Does the Department have the reputation of impartially enforcing	⊠ Yes □ No	
e. Do people in the community feel the Department is doing a good j	iob?	Yes No
f. How does the reputation of the Department compare with other ag	gencies in the area? WE EXCEED	Liference Committee Commit
2. THE OFFICER AND PUBLIC CONTACTS	ACTION REQUIRED	CORRECTED
a. What procedures have been established to handle positive and/or	negative comments by pleased/displeased mo	otorists?
COMMANDER IS MADE AWARE, SGT	'S NOTIFY EMPLOYEE	
(1) What is the ratio of compliments to complaints?	10 50	IN FAVOR
(2) Does it appear officers are making successful public contacts?	?	Yes No
(3) Is recognition given to the complimented officers?		₽Yes □ No
(a) How? CHP 2 100 Farm	COMMENTS AND VERBAC.	N BRIEFING
(4) Has an effort been made to determine why some officers are r	nore successful at positive public contacts?	☐Yes ☐ No
(5) Are officers with patterns of complaints provided with corrective	e training and direction?	☐Yes ☐ No
b. Based on information from the public appearing at the Area office to	o clear citations, what is the general opinion of	Area officers?
THERE'RE DOING A GOOD JOB.		9-11-71
(1) What is the opinion of the public appearing at court regarding A	Area officers? No (55065	
**************************************	1.10 1.22	
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	The state of the s	

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

(2) What, if any, other methods are utilized to determine public	c opinion of Area office	rs?		
3. NEWS MEDIA	EVALUATED 20/24/08	ACTION REQUIRED	CORRECTED	
An analysis a. Have guidelines been established to foster harmonious relation			l _Yes	No
(1) Does the media treat the Department favorably?		HINE HE HE CAN MOTERIA	☑ Yes	☐ No
(2) Are media representatives satisfied with their relationship v	with the Department?		∀es	☐ No
(a) Has good rapport been established between Area per	sonnel and the media?	A	☑ Yes	☐ No
(3) Have personnel emphasized the Strategic Plan goals when possible and applicable?			⊠ Yes	□No
b. Have procedures been established for the routine dissemination of accident/incident information?		⊠ Yes	☐ No	
(1) Is "Code 20" or a similar device used for more spectacular incidents?		Ĭ.Yes	☐ No	
(a) How are other kinds of news information disseminated	to the media?	7288, Live 1	interinen	(V.C.
Rudio and News Releases.				
c. Are there specially prepared and coordinated programs to handl	le specific traffic proble	ms?	Yes	□ No
(1) Are multi-lingual programs emphasized?	- HINNAFE V HASHISTY		Yes	□No
(2) Are public affairs press releases distributed to the public in a timely manner?			Yes	☐ No
(3) Is there adequate media involvement at local Area events?	(3) Is there adequate media involvement at local Area events?			☐ No
d. How are releases produced by headquarters distributed?	um PIO T	o Local med	ia Conti	acts
	J. Havestaller to the	1		
(1) Is there follow-up to ensure releases are received in a timely	y manner, and meet the	needs of the media?	[ঐ Yes	□No
(2) Who is responsible to monitor the media for items concerning	g the Department?			
P10. (c	ommander			
(a) Are significant items sent to headquarters?			⊋ Yes	☐ No
(3) Are harmonious relations established and maintained with th	ne media by the PAO?		Yes	☐ No
(4) Are strategic goals emphasized at PAO/TMC activities?		Warrish Allert Control of the Contro	⊠:Yes	☐ No
schools	EVALUATED 10/29/08	ACTION REQUIRED	CORRECTED	***************************************
a. Has the commander identified problems that should be resolved	through the public affai	rs program?	⊠ Yes	☐ No
(1) Who supervises the program? Commander		Milliant Alvatt	Yes	☐ No
(2) Is preplanning evident in the school program?		1	⊠ Yes	☐ No
(3) Is the program designed and directed toward the solution of	specific problems?		⊠ Yes	∏ No
(4) Are activities discussed and planned with school administrate	ors?	Ma Gallinandia		☐ No
(5) Has the program been approved by the commander?	The state of the s		✓ Yes	□ No

STATE OF CALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

CHP 45	3H (Rev. 5-06) OPI 009				
a) to the distriction in the control	6) Does the program follow departmental priorities?			⊠ Yes	☐ No
	7) Are all grade levels included?			🗵 Yes	☐ No
	8) How is the success of the program measured? Fee.	dback From S	school Admi	wish medon	ی.
	and Parents, Students.				
(9) Is it successful?			☑ Yes	□ No
(10) Are activities coordinated in conjunction with Division recr	uitment efforts?		∑ Yes	☐ No
5. PU	BLIC AFFAIRS PROGRAM	10/24/08	ACTION REQUIRED	CORRECTED	2 OHULL - 14
a. I	as the commander identified problems that should be resolved	I through the Public Affai	rs Program?	Yes	□ No
() Does the Public Affairs Program reach all appropriate group	s within the community?		Yes	☐ No
(:	Are ethnic groups' problems considered?			☑.Yes	☐ No
(:) Are bilingual officers utilized?	- Walter Hot 1779			□ No
(4) Is the current Strategic Plan emphasized when and where a	ppropriate?		☑ Yes	□ No
b. E	oes the commander keep the PAO fully briefed on current situa	ations which may be new	/sworthy?	Yes	☐ No
(1) Does the PAO report directly to the commander on public af	fairs matters?		'Yes	□No
(2	Does the PAO concentrate most of his/her efforts toward str	ategic goals other depar	tmental concerns?	☑ Yes	☐ No
(3	Does the PAO review the Strategic Plan quarterly?			Yes	☐ No
(4	What action does the commander initiate when the goals of	the Strategic Plan are no	ot adequately address	sed?	- Weight
	NOT AN ISSUE				

(5	Is the PAO addressing issues assigned to him/her in a timely	/ manner?		图 Yes	☐ No
c. Is	the commander involved in public contacts?			🗵 Yes	□No
(1)	Is membership maintained in a service club, safety council, e	etc.?		ί⊠ Yes	☐ No
(2)	Does the commander accept regular speaking engagements	, or are these delegated	to subordinates?		
	Both.				
	(a) If experience is lacking, is the commander doing anythin	g to correct this?	VIA	☐ Yes	☐ No
		HATTER TO THE STATE OF THE STAT		Yes	□ No
(3)	Are supervisors involved in the community?				
(3)	Are supervisors involved in the community? (a) Do they make public appearances?			₽ Yes	☐ No
(3)		. A	·/A	Yes Yes	□ No
(3)	(a) Do they make public appearances?	the public affairs progra			

AREA MANAGEMENT EVALUATION

PUBLIC REACTION

d.	Are	all employees encouraged to understand and participate in public affairs programs?	Yes	□ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	V es	☐ No
**************	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	Yes	□ No

Department of California Highway Patrol Division Number Area AREA MANAGEMENT EVALUATION Chapter 8 Central 464 **PUBLIC REACTION** Date Evaluated By Sgt. Wymore # 12253 09/12/2008 INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired. Type of Evaluation Suspense Date Formal ⊠Informal Follow-up Required Correction Report ☐Yes ⊠No by _ Commander's Réview Date 9/18/08 Corrected 1. COMMUNITY OPINION Evaluated Action Required \boxtimes a. How does the community as a whole feel about the Department? The Department has a very positive image with the commercial industry and general public in Merced County. □No ⊠Yes (1) Do all sectors of the community have the same opinion? □No ⊠Yes b. Has good rapport been established with leaders within the community? □No c. Do people believe the Department represents their best interests? ⊠Yes □No d. Does the Department have the reputation of impartial enforcement of laws? ⊠Yes □No ⊠Yes e. Do people in the community feel the Department is doing a good job?

f. How does the reputation of the Department co	mpare with other	agencies in the are	a?	
2. THE OFFICER AND PUBLIC CONTACTS	Evaluated	Action Required	Correct	ed
a. What procedures have been established to hat pleased/displeased motorists? Positive public commentally evaluation forms. Negative comments are	mments are docu	umented on the emp	oloyees	
as a citizen complaint.				
(1) What is the ratio of compliments to compla	ints? See Comn	nents		
(2) Does it appear officers are making succes	sful public contac	ts?	⊠Yes	□No
(3) Is recognition given to the complimented o	fficers?		⊠Yes	□No
(a) How? 100 C Form comments and com	mendable form to	vo's		
(4) Has an effort been made to determine why positive public contacts?	some officers ar	e more successful a	at ⊠Yes	□No
(5) Are officers with patterns of complaints giv	en corrective trai	ning and direction?	⊠Yes	−□No

AREA MANAGEMENT EVALUATION Chapter 8 PUBLIC REACTION

 b. Based on information from the public general opinion of Area officers? 	appearing at the Are	a office to clear citati	ons, what is	the
Facility personnel are continually complime	ented on their profess	ionalism and courtse	y.	
(1) What is the opinion of the public a	appearing at Court re	garding Area officers	?	
No complaints or negative comments	s have been received	concerning officers	court appear	ances.
(2) What, if any, other methods are u Discussion with the public and leaders in the			officers?	
			·	
3. NEWS MEDIA	Evaluated	Action Required	Corrected	
a. Have guidelines been established to	foster harmonious re	lations with the media	a? ⊠Yes	□No
(1) Does the media treat the Departm	nent favorably?	· · · · · · · · · · · · · · · · · · ·	⊠Yes	□No
(2) Are media representatives satisfic	ed with their relations	hip with the Departm	ent? ⊠Yes	□No
(a) Has good rapport been establi	shed between Area p	personnel and the me	edia?⊠Yes	□No
(3) Have Area personnel emphasized	d CMP goals when po	ossible and applicable	e? ⊠Yes	□No
b. Procedures established for the disser	mination of accident/i	ncident information?	⊠Yes	□No
(1) Is "Code 20" or a similar device us	sed for more spectac	ular incidents?	⊠Yes	□No
(a) How are other kinds of news in Area PIO and the California Trucking Asso		ted to the media? Fa	acility PIO, M	lerced
c. Are there special programs to handle	specific traffic proble	ems?	⊠Yes	□No
(1) Are multi-lingual programs empha	sized?		⊠Yes	□No
(2) Are Public Affairs press releases	distributed to the pub	lic in a timely manne	r? ⊠Yes	□No
(3) Is there adequate media involvem	ent at local Area eve	nts?	⊠Yes	□No
d. How are releases produced by head	quarters distributed?	See Comments.		
(1) Is there follow-up to ensure releas of the media?	es are received in a	timely manner, and r	meet the nee ⊠Yes	ds □No
(2) Who is responsible to monitor the	media for items cond	cerning the Departme	ent? Facility	PIO.
(a) Are significant items sent to he	adquarters?		⊠Yes	□No
(3) Do harmonious relations exist bet	ween the media and	the PAO?	⊠Yes	□No
(4) Are CMP goals emphasized at PA	O/TMC activities?	+CH1 (A+) (4	⊠Yes	No

AREA MANAGEMENT EVALUATION Chapter 8 PUBLIC REACTION

4. SCHOOLS SEE COMMENTS	Evaluated	Action Required	Corrected	
a. Is the program for schools specific to	the needs of the Are	a?	□Yes	□No
(1) Who supervises the program?				
(2) Is preplanning evident in the scho	ol program?		∐Yes	□No
(3) Is the program designed and dire	cted toward the solut	ion of specific proble	ms? ∐Yes	□No
(4) Are activities discussed and plann	ned with school admir	nistrators?	∐Yes	□No
(5) Has the program been approved	by the commander?		∐Yes	□No
(6) Does the program follow department	ental priorities?		∐Yes	□No
(7) Are all grades included?				□No
(8) How is the success of the program	n measured?			
(9) Is it successful?			∐Yes	□No
(10) Are activities coordinated in conj	unction with Division	recruitment efforts?	∐Yes	□No
5. PUBLIC AFFAIRS PROGRAM	Evaluated	Action Required	Corrected	
a. Has the commander identified problet the Public Affairs Program?	ms that should be res	solved through	⊠Yes	□No
(1) Does the Public Affairs Program re	each all groups withir	the community?	□Yes	⊠No
(2) Are ethnic groups problems consid	dered?		⊠Yes	□No
(3) Are bilingual officers utilized?			⊠Yes	□No
(4) Is the current CMP emphasized w	hen and where appro	opriate?	⊠Yes	□No
b. Does the commander keep the PAO t newsworthy?	fully briefed on currer	nt situations which m	ay be ⊠Yes	□No
(1) Does the PAO report directly to the	e commander on pub	olic affairs matters?	⊠Yes	□No
(2) Does the PAO concentrate most of departmental concerns?	f his/her efforts towa	rd CMP goals and ot	ther ⊠Yes	□No
(3) Does the PAO review the CMP qu	arterly?		⊠Yes	□No
(4) What action does the commander addressed? This Facility has not experience goals.				
(5) Is the PAO addressing issues assi	gned to him/her in a	timely manner?	⊠Yes	□No
c. Is the commander involved in public c	ontacts?		⊠Yes	□No
(1) Is membership maintained in a ser	vice club, safety cou	ncil, etc.?	⊠Yes	□No
OUD (5011/D 4.00)			ı	D 2

(2) Does the commander accept regular speaking engagements, or are these delesubordinates?	egated to	
Depends on the subject matter. For Department matters or CHP matters in general the will handle. For commercial industry specific matters the Commander will utilize the expubordinates.	Commar perience o	nder of his
(a) If experience is lacking, is the commander doing anything to correct this?	⊠Yes	□No
(3) Are supervisors involved in the community?	⊠Yes	□No
(a) Do they make public appearances?	⊠Yes	□No
(b) Is training provided for those who lack experience?	⊠Yes	□No
(4) Are all supervisors aware of CMP goals and the approach the public affairs prohas taken towards them?	ogram ⊠Yes	□No
(a) Are action steps being addressed in a timely manner?	⊠Yes	□No
d. Are all employees encouraged to participate in public affairs programs?	⊠Yes	□No
(1) Are employees given appropriate recognition for their involvement in communi which enhance the image of the Department?	ty activitie ⊠Yes	es No

COMMENTS

- 2. (A) (1): Compliments far exceed complaints. Chowchilla River Inspection Facility personnel have not received a citizens complaint in over two years.
- 3. (C): The Commander implemented a project to specifically combat the problem of commercial drivers attempting to circumvent the inspection process by navigating routes around the Inspection Facility.
- 3. (D): Commercial vehicle / industry press releases that directly effect drivers and commercial carriers are copied and distributed. Additionally, the Facility works very closely with the Central Division Commercial Industry Education Program Officer to ensure information is properly disseminated.
- 4. The Chowchilla River Inspection Facility has no direct responsibility for schools, this matter is normally handled by the Merced and Madera Area. However, Facility personnel do assist in the Sober Graduation proceedings at Chowchilla High School and participate in seatbelt education for Le Grand and Chowchilla High School's. Facility management is exploring proactive ways to become more involved in the local community, with the assistance of the Merced Area.
- 5. (a): There are specific commercial industry problems that can be adressed by utilizing the Public Affairs Program. By sharing updated commercial related laws, facilitaing meetings with commercial carriers and training commercial drivers, the Facility's Public Affairs Program strives to promote good industry relations.
- 5. (a) (1): The Public Affairs Program is more focused toward the commercial industry than in most Area offices. As outlines in HPM 82.6, Chapter 1, the Facility consentrates our resources on promoting good relations with the commercial industry and educating the general public on commercial matters. In the course of operations different groups of the community will benefit from our public affairs details, but generally the vast majority of the public we reach are involved in commercial operations.

STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA	DIVISION	NUMBER
Modesto	Central	465-08-001
EVALUATED BY		DATE
Sergeant G. Cral	ob, ID 11316	08/12/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION		SUSPENSE DATE			
☑ Formal Evaluation ☐	Informal Evaluation				
OLLOW-UP REQUIRED	Correction Report	COMMANDER'S REVIEW	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	DATE	
		2)		~ °
Yes No	BY			8.1	J. B
I. COMMUNITY OPINION		Yes	ACTION REQUIRED	CORRECTED	E :
a. How does the communit	y as a whole feel about the Departi	ment? In general, the	public perceives the	California Hig	hway Patrol
as a professional organi	zation. Employees generally recie	ve very positive comments	when conversing with	h the public.	
(1) Do all sectors of the	community have the same opinion	1?		√ Yes	□ No
b. Has good rapport been e	stablished with leaders within the	community?		✓ Yes	☐ No
c. Do people believe the De	epartment represents their best inte	erests?		✓ Yes	☐ No
d. Does the Department har	ve the reputation of impartially enfo	orcing laws?		✓ Yes	☐ No
e. Do people in the commun	nity feel the Department is doing a	good job?		√ Yes	☐ No
f. How does the reputation	of the Department compare with ot	ther agencies in the area?	Based or	ı local media ar	nd public
opinion articles, the Area	is well respected and rarely receive	ves negative publicity when	compared to other lo	ocal agencies.	
THE OFFICER AND PUBLIC	CONTACTS	EVALUATED Yes	ACTION REQUIRED	CORRECTED	
a. What procedures have be	en established to handle positive a	and/or negative comments l	oy pleased/displeased	d motorists?	
Supervisors usually speal	with each motorist who contacts	the Area. Each comment is	discussed with the a	ppropriate emp	loyee.
• (1) What is the ratio of co	ompliments to complaints? Appr	roximately five compliment	s to every complaint.		
(2) Does it appear officer	s are making successful public cor	ntacts?		☑ Yes	☐ No
(3) Is recognition given to	the complimented officers?			☑ Yes	☐ No
(a) How? Given the	circumstances of the compliment,	, the appropriate written do	cumentation is prepar	red by an Area	supervisor.
(4) Has an effort been ma	ade to determine why some officers	s are more successful at po	sitive public contacts	? 🛛 Yes	☐ No
(5) Are officers with patte	rns of complaints provided with co	rrective training and direction	n?	√ Yes	☐ No
b. Based on information from	the public appearing at the Area c	office to clear citations, wha	t is the general opinio	on of Area office	ers?
Motorists generally appre	ciate the fact the Area officer issue	ed them a correctable citation	n. Furthermore, mot	torists routinely	complimen
the Area for having an off	icer available to sign off their citia	ation and for not charging a	n administrative fee.		
(1) What is the opinion of	the public appearing at court rega	rding Area officers?	The Area has i	rarely received	a
complaint against an c	officer regarding his/her testimony	over the past several years	. Area officers are he	eld accountable	to appear
as ordered by subpoen	a, unlike allied agency officers. C	Overall, the public opinion i	n this area appears to	be positive.	

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AREA MANAGEMENT EVALUATION

PUBLIC REACTION

(2) What, if any, other methods are utilized to determine pub	lic opinion of Area offic	ers? The	Area requested	and
received approximately 75 community evaluations comp	leted by the public in A	August of 2007.		
3. NEWS MEDIA	Yes Yes	ACTION REQUIRED No	CORRECTED	
a. Have guidelines been established to foster harmonious relation	ons with the new media	?	✓ Yes	☐ No
(1) Does the media treat the Department favorably?			√ Yes	☐ No
(2) Are media representatives satisfied with their relationship	with the Department?		✓ Yes	☐ No
(a) Has good rapport been established between Area pe	rsonnel and the media	?	☑ Yes	□ No
(3) Have personnel emphasized the Strategic Plan goals whe	en possible and applica	ble?	☑ Yes	☐ No
b. Have procedures been established for the routine dissemination	on of accident/incident	information?	√ Yes	☐ No
(1) Is "Code 20" or a similar device used for more spectacular	r incidents?		√ Yes	□ No
(a) How are other kinds of news information disseminate	d to the media?	A CHP 288 (Press	Release) is cor	npleted for
each major incident. Additionally, Area personnel w	ill provide information	by phone, FAX or e-ma	nil upon reques	t.
c. Are there specially prepared and coordinated programs to hand	dle specific traffic prob	lems?	☑ Yes	☐ No
(1) Are multi-lingual programs emphasized?			√ Yes	□ No
(2) Are public affairs press releases distributed to the public in	a timely manner?		√ Yes	☐ No
(3) Is there adequate media involvement at local Area events?	?	14	✓ Yes	☐ No
d. How are releases produced by headquarters distributed?	Headquarter releases	are sent via FAX or e-ma	ail to requestin	g agencies
or citizens.				
(1) Is there follow-up to ensure releases are received in a time	ly manner, and meet th	ne needs of the media?	☑ Yes	☐ No
(2) Who is responsible to monitor the media for items concerning	ing the Department?	Modesto Area	Public Informa	ition
Officer T. Killian, ID 10246.				
(a) Are significant items sent to headquarters?			✓ Yes	☐ No
(3) Are harmonious relations established and maintained with t	the media by the PAO?	?	✓ Yes	☐ No
(4) Are strategic goals emphasized at PAO/TMC activities?			☑ Yes	☐ No
schools	Yes Yes	No REQUIRED	CORRECTED	
a. Has the commander identified problems that should be resolved	through the public affa	airs program?		☐ No
(1) Who supervises the program?			✓ Yes	☐ No
(2) Is preplanning evident in the school program?			✓ Yes	☐ No
(3) Is the program designed and directed toward the solution of	specific problems?	81.318 / Warren	✓ Yes	☐ No
(4) Are activities discussed and planned with school administra	tors?		√ Yes	☐ No
(5) Has the program been approved by the commander?			√ Yes	☐ No

AREA MANAGEMENT EVALUATION

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	(6) Does the program follow departmental priorities?			☑ Yes	☐ No
	(7) Are all grade levels included?			☑ Yes	☐ No
	(8) How is the success of the program measured? The	success of the program i	s measured by feedba	ck from the m	edia, parent
	students, teachers, school officers and school officials.				
	(9) Is it successful?			☑ Yes	☐ No
	(10) Are activities coordinated in conjunction with Division recr	uitment efforts?		√ Yes	☐ No
i. PL	IBLIC AFFAIRS PROGRAM	EVALUATED Yes	ACTION REQUIRED No	CORRECTED	
a.	Has the commander identified problems that should be resolved	through the Public Affa	irs Program?	√ Yes	☐ No
(1) Does the Public Affairs Program reach all appropriate group	s within the community?	?	☑ Yes	☐ No
(2) Are ethnic groups' problems considered?			☑ Yes	☐ No
(3) Are bilingual officers utilized?			√ Yes	☐ No
(-	4) Is the current Strategic Plan emphasized when and where a	ppropriate?		☑ Yes	☐ No
b. [oes the commander keep the PAO fully briefed on current situa	tions which may be new	vsworthy?	✓ Yes	□ No
('	Does the PAO report directly to the commander on public af	fairs matters?		√ Yes	☐ No
(2	2) Does the PAO concentrate most of his/her efforts toward str	ategic goals other depar	tmental concerns?	√ Yes	☐ No
(3) Does the PAO review the Strategic Plan quarterly?			√ Yes	□ No
(4) What action does the commander initiate when the goals of	he Strategic Plan are no	ot adequately address	ed? The	e goals
	outlined in the strategic plan are personally discussed with e	ach employee by the Ar	ea Commander. In th	e event a goal	was not
	outlined in the strategic plan are personally discussed with e adequately addressed, the Area Commander would personal				was not
(5	adequately addressed, the Area Commander would personal	y discuss the inadequac			was not
	adequately addressed, the Area Commander would personal	y discuss the inadequac),	
	adequately addressed, the Area Commander would personal Is the PAO addressing issues assigned to him/her in a timely	y discuss the inadequac manner?		·. Ves	□ No
	adequately addressed, the Area Commander would personal is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, e	y discuss the inadequace manner?	y with each employee	Yes Yes Yes Yes	□ No
c. ls	adequately addressed, the Area Commander would personal list the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, e	y discuss the inadequace manner? tc.? or are these delegated	y with each employed to subordinates?	Yes VYes VYes VYes The	No No No Area
c. ls	adequately addressed, the Area Commander would personal Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, educes the commander accept regular speaking engagements	y discuss the inadequace manner? tc.? or are these delegated vailable. When the Are	y with each employed to subordinates? a commander is unav	Yes VYes VYes VYes The	No No No Area
c. ls	adequately addressed, the Area Commander would personal Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, educes the commander accept regular speaking engagements. Commander routinely accepts speaking engagements when a	y discuss the inadequace manner? tc.? or are these delegated vailable. When the Are enant, supervisor, CAT	y with each employed to subordinates? a commander is unav	Yes VYes VYes VYes The	No No No Area
c. ls	adequately addressed, the Area Commander would personal Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, e Does the commander accept regular speaking engagements Commander routinely accepts speaking engagements when a speaking engagement to the appropriate employee, ie. Lieute	y discuss the inadequace manner? tc.? or are these delegated vailable. When the Are enant, supervisor, CAT	y with each employed to subordinates? a commander is unav	Yes Yes Yes Yes The	No No No Area
c. ls (1)	adequately addressed, the Area Commander would personal list the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, educes the commander accept regular speaking engagements. Commander routinely accepts speaking engagements when a speaking engagement to the appropriate employee, ie. Lieute (a) If experience is lacking, is the commander doing anythin	y discuss the inadequace manner? tc.? or are these delegated vailable. When the Are enant, supervisor, CAT	y with each employed to subordinates? a commander is unav	Yes Yes Yes The ailable, he wil	No No No Area l assign the
c. ls (1)	adequately addressed, the Area Commander would personal. Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, educes the commander accept regular speaking engagements. Commander routinely accepts speaking engagements when a speaking engagement to the appropriate employee, ie. Lieuted (a) If experience is lacking, is the commander doing anythin Are supervisors involved in the community?	y discuss the inadequace manner? tc.? or are these delegated vailable. When the Are enant, supervisor, CAT	y with each employed to subordinates? a commander is unav	Yes Yes Yes The ailable, he wil	No No No Area l assign the
c. ls (1)	adequately addressed, the Area Commander would personal. Is the PAO addressing issues assigned to him/her in a timely the commander involved in public contacts? Is membership maintained in a service club, safety council, educes the commander accept regular speaking engagements. Commander routinely accepts speaking engagements when a speaking engagement to the appropriate employee, ie. Lieuted (a) If experience is lacking, is the commander doing anythin Are supervisors involved in the community? (a) Do they make public appearances?	y discuss the inadequace manner? tc.? or are these delegated vailable. When the Are enant, supervisor, CAT or g to correct this?	y with each employed to subordinates? a commander is unav officer, PIO, etc.	Yes Yes Yes The ailable, he wil	No No No Area l assign the No No

AREA MANAGEMENT EVALUATION

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d.	Are	all employees encouraged to understand and participate in public affairs programs?	✓ Yes	□ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☑ Yes	☐ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	☐ No

308-171

Memorandum

Date:

March 3, 2008

To:

Visalia Area Sergeants

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Visalia Area

File No.:

480.10194.11707

Subject:

CHAPTER INSPECTION ASSIGNMENTS

Visalia Area is responsible for conducting even-numbered Chapter Inspections during this even-numbered year. Your specific assignments are as follows:

S-5 will complete Chapter 2, Area Procedures and Local Order no later than March 30.

S-4 will complete Chapter 4, Facility Maintenance and Security no later than April 30.

S-1 will complete Chapter 6, Fleet Management no later than May 31.

S-3 will complete Chapter 8, Public Reaction no later than June 30.

S-2 will complete Chapter 14, Communications Systems no later than August 30.

S-5 will complete Chapter 16, Emergency Incident Mgmt. Planning by September 30.

S-4 will complete Chapter 18, Affirmative Action, no later than October 30.

Remember, per division, this is not to be a writing exercise. If everything is in order simply check the boxes. Pleas contact Lieutenant J. Kahn if you have any questions.

S. J. SUULIVAN,

Safety, Service, and Security

STATE OF JALIFORNIA

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA

MANAGEMENT EVALUATION

AREA

Visalia

Central

AREA MANAGEMENT EVALUATION PUBLIC REACTION

CHP 453H (Rev. 5-06) OPI 009

AREA DIVISION NUMBER
Visalia Central 480
EVALUATED BY
Sgt. C. Mosley 06/25/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this orm is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer ndividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This orm can be completed in pen or pencil, and the Supplement can be handwritten if desired.

offit dati be completed in perior perior, and the cappionent of				
YPE OF EVALUATION Formal Evaluation Informal Evaluation	SUSPENSE DATE			
Land to the second seco	COMMANDER'S REVIEW	06/30/2008		
OLLOW-UP REQUIRED Correction Report	1) (2)	2) 0	DATE	
☐ Yes ☑ No BY	- Khiki Kin	ff.	6.21	508
. COMMUNITY OPINION	06-24-2008	ACTION REQUIRED None	CORRECTED	
a. How does the community as a whole feel about the Departmen	nt? The commun	ty has a positive percept	ion of the De	partment
due to an increased presence.				
(1) Do all sectors of the community have the same opinion?	=		√ Yes	☐ No
b. Has good rapport been established with leaders within the com-	nmunity?		✓ Yes	□ No
c. Do people believe the Department represents their best interes	sts?		✓ Yes	☐ No
d. Does the Department have the reputation of impartially enforcing	ng laws?		✓ Yes	□ No
e. Do people in the community feel the Department is doing a goo	od job?		☑ Yes	☐ No
f. How does the reputation of the Department compare with other	r agencies in the area?	The Depart	ment is perce	eived as
more approachable and accessible.				
. THE OFFICER AND PUBLIC CONTACTS	06-24-2008	None	CORRECTED	
a. What procedures have been established to handle positive and	d/or negative comments	by pleased/displeased n	notorists?	They are
reviewed by Area personnel and followed-up upon as necessar	ry.			
(1) What is the ratio of compliments to complaints? Positive	e comments far outnumb	per complaints,		
(2) Does it appear officers are making successful public conta	cts?		☑ Yes	☐ No
(3) Is recognition given to the complimented officers?			✓ Yes	□No
(a) How? By review and inclusion into the employee's se	ervice record.			
(4) Has an effort been made to determine why some officers a	re more successful at p	ositive public contacts?	☑ Yes	☐ No
(5) Are officers with patterns of complaints provided with corre	ctive training and direct	on?	☑ Yes	□No
b. Based on information from the public appearing at the Area office	ce to clear citations, wh	at is the general opinion	of Area office	ers?
Personnel are considered positive and professional.				
			4-14-23-	
(1) What is the opinion of the public appearing at court regardi	ing Area officers?	Positive and pro	fessional.	

AREA MANAGEMENT EVALUATION

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1241200	(2) What, if any, other methods are utilized to determine public	c opinion of Area offi	cers? Pers	onal contact.	
				1		
3.	NEW	S MEDIA	06-25-2008	None	CORRECTED	
a	. Н	ave guidelines been established to foster harmonious relation	ns with the new medi	a?	☑ Yes	☐ No
-	(1	Does the media treat the Department favorably?			✓ Yes	☐ No
	(2	Are media representatives satisfied with their relationship v	with the Department?	}	✓ Yes	☐ No
-		(a) Has good rapport been established between Area per	sonnel and the medi	a?	√ Yes	□No
	(3)	Have personnel emphasized the Strategic Plan goals when	n possible and applic	able?	✓ Yes	☐ No
b	. На	ave procedures been established for the routine dissemination	n of accident/inciden	t information?	✓ Yes	□No
	(1)	Is "Code 20" or a similar device used for more spectacular	incidents?		☑ Yes	□ No
		(a) How are other kinds of news information disseminated	to the media?	Through contact b	y the Area PAO	and
		through press releases.				
C.	Are	e there specially prepared and coordinated programs to hand	le specific traffic pro	blems?	☑ Yes	□No
	(1)	Are multi-lingual programs emphasized?			☑ Yes	☐ No
	(2)	Are public affairs press releases distributed to the public in	a timely manner?		☑ Yes	□ No
	(3)	Is there adequate media involvement at local Area events?			√ Yes	☐ No
d.	d. How are releases produced by headquarters distributed? They are immediately forwarded to local media.					
	//					
1.107						
	(1)	Is there follow-up to ensure releases are received in a timel	y manner, and meet	the needs of the media?	Yes	□ No
	(2)	Who is responsible to monitor the media for items concerning	ng the Department?	PAO and Are	a Superisors.	
		(a) Are significant items sent to headquarters?			☑ Yes	☐ No
	(3)	Are harmonious relations established and maintained with t	he media by the PA	0?	✓ Yes	☐ No
	(4)	Are strategic goals emphasized at PAO/TMC activities?			✓ Yes	☐ No
. S	сно	OLS	06-24-2008	ACTION REQUIRED None	CORRECTED	
a.	Has	the commander identified problems that should be resolved	I		 ✓ Yes	☐ No
	(1)	Who supervises the program?			✓ Yes	□ No
	(2)	Is preplanning evident in the school program?		- I I I I I I I I I I I I I I I I I I I	√ Yes	☐ No
	(3)	Is the program designed and directed toward the solution of	specific problems?		✓ Yes	☐ No
	(4)	Are activities discussed and planned with school administra	tors?		☑ Yes	☐ No
	(5)	Has the program been approved by the commander?			√ Yes	☐ No

4R 2UE	EA BLIC	T OF CALIFORNIA HIGHWAY PATROL WANAGEMENT EVALUATION REACTION (Rev. 5-06) OPI 009	è 5			
	(6)	Does the program follow departmental priorities?			√ Yes	☐ No
-	(7)	Are all grade levels included?			√ Yes	☐ No
-	(8)	How is the success of the program measured?	Through feedback from	n school administrators.		
	(9)	Is it successful?	The Andrews of the State of the		✓ Yes	□No
-	(10) Are activities coordinated in conjunction with Divis	sion recruitment efforts?		√ Yes	☐ No
i.	PUB	LIC AFFAIRS PROGRAM	06-25-2008	ACTION REQUIRED None	CORRECTED	
a.	. Ha	s the commander identified problems that should be	resolved through the Publ	ic Affairs Program?	✓ Yes	□ No
	(1)	Does the Public Affairs Program reach all appropria	ate groups within the comn	nunity?	✓ Yes	☐ No
	(2)	Are ethnic groups' problems considered?			√ Yes	☐ No
	(3)	Are bilingual officers utilized?	2000		✓ Yes	☐ No
-	(4)	Is the current Strategic Plan emphasized when and	d where appropriate?		☑ Yes	☐ No
b.	Do	es the commander keep the PAO fully briefed on cur	rent situations which may	be newsworthy?	√ Yes	☐ No
	(1)	Does the PAO report directly to the commander on	public affairs matters?		✓ Yes	□ No
	(2)	Does the PAO concentrate most of his/her efforts to	oward strategic goals othe	r departmental concerns?	√ Yes	☐ No
	(3)	Does the PAO review the Strategic Plan quarterly?			√ Yes	☐ No
	(4)	What action does the commander initiate when the	goals of the Strategic Plar	n are not adequately addres	sed? A	ppropriate
		corrective action is immediately initiated.				
	(5)	Is the PAO addressing issues assigned to him/her i	in a timely manner?	to the second second	☑ Yes	□ No
С.		ne commander involved in public contacts?			 ✓ Yes	☐ No
		Is membership maintained in a service club, safety	council, etc.?		✓ Yes	□No
	(2)	Does the commander accept regular speaking enga	agements, or are these del	legated to subordinates?	T	he

(3)	Are supervisors involved in the community?		☐ No
	(a) Do they make public appearances?	☑ Yes	☐ No
	(b) Is training provided for those who lack experience?	✓ Yes	☐ No
(4)	Are all supervisors aware of strategic goals and the approach the public affairs program has taken towards them?	✓ Yes	☐ No

(a)	Are action steps being addressed in a timely manner?	✓ Yes	☐ No

taken towards them?

commander is involved in regular speaking forums within the local community.

(a) If experience is lacking, is the commander doing anything to correct this?

☐ No

✓ Yes

TATE OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

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d.	Are	e all employees encouraged to understand and participate in public affairs programs?	√ Yes	□ No
	(1)	Are employees given appropriate recognition for their involvement in community activities which enhance the image of the Department?	☑ Yes	□ No
	(2)	Are employees aware of the Department's Mentor Program as described in Management Memorandum 05-013, California Highway Patrol Youth Mentor Program?	☑ Yes	☐ No

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